

1 Nov 2018 to
28 Feb 2019

23,681 complaints received

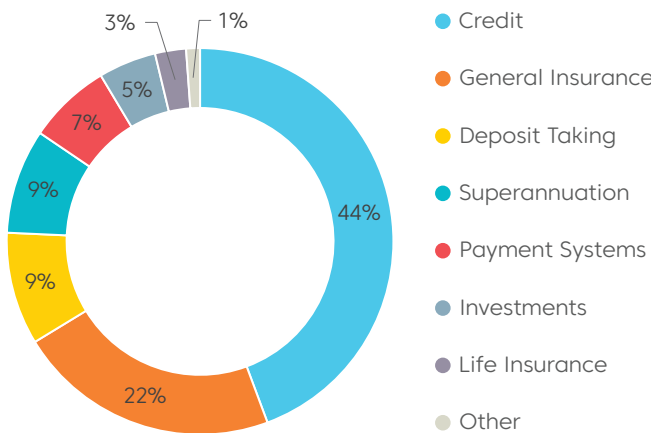
42% increase in volume of
complaints compared to
predecessor schemes

49% AFCA complaints closed

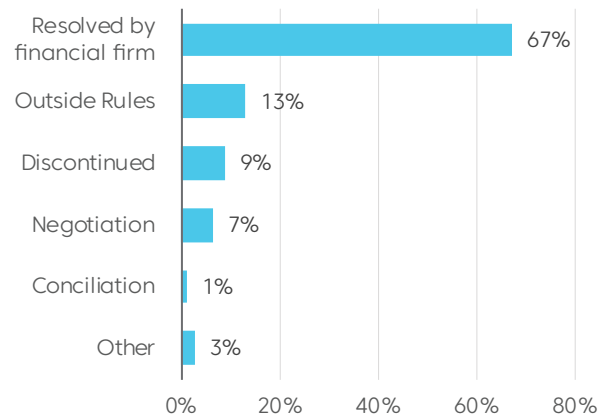
(11,522 AFCA complaints, 5,455 FOS legacy
complaints, 1,413 CIO legacy complaints)

\$54.3 million in compensation*

Complaints received by product type



Complaints closed by outcome



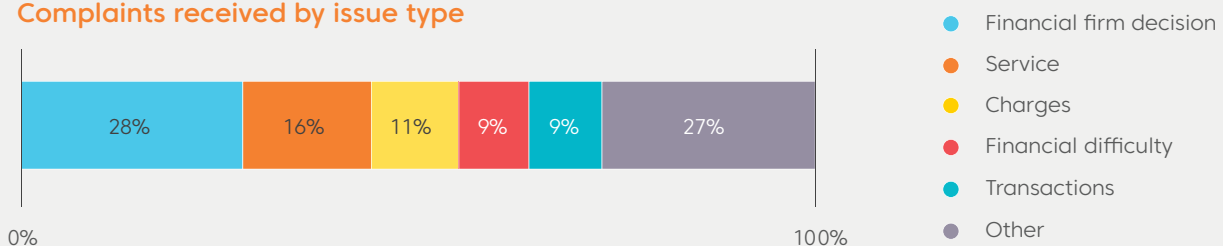
Top 5 product types

| Product | Total |
|-------------------------------|-------|
| Credit cards | 3,395 |
| Home loans | 1,899 |
| Personal loans | 1,685 |
| Motor vehicle – comprehensive | 1,182 |
| Personal transaction accounts | 841 |

Top 5 reasons we couldn't consider a complaint

| Reason | Total |
|--|-------|
| Financial service was not provided | 473 |
| Complaint already dealt with by a court, tribunal, or other scheme | 195 |
| Complaint related to financial firm's practice or policy | 170 |
| There was a more appropriate place to deal with the complaint | 97 |
| Financial firm was not a current member | 96 |

Complaints received by issue type

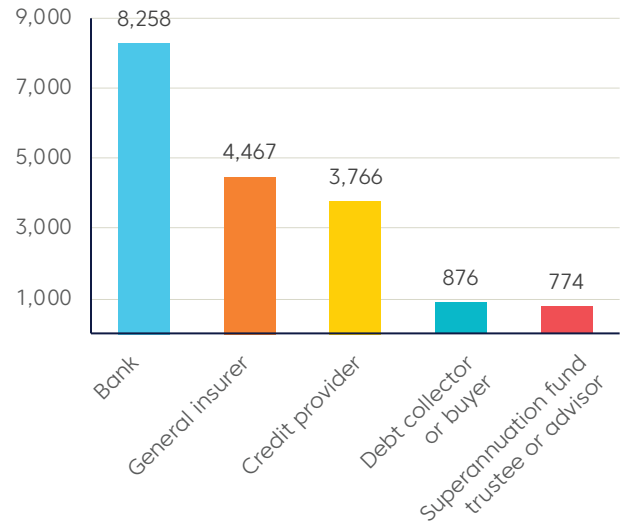


Members

10,447 members

90% do not have a complaint lodged against them

Complaints received by financial firm

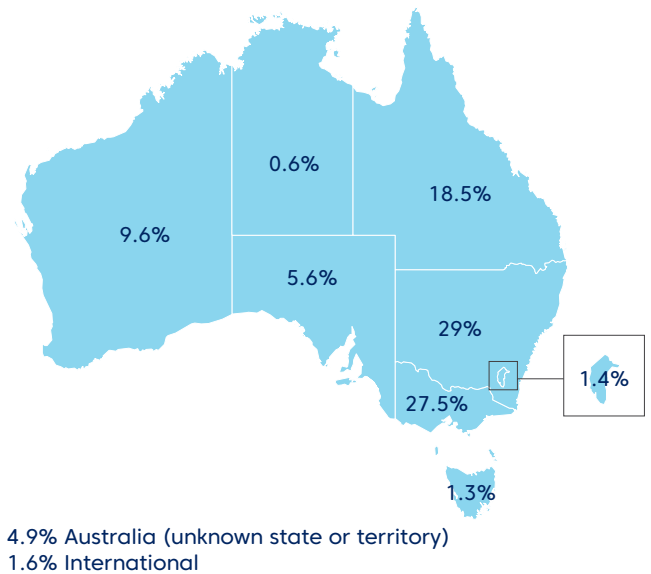


Complainant profile

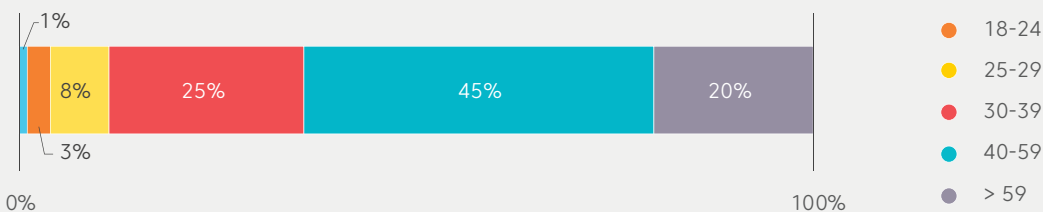
Lodgement methods

| Method | Total |
|-----------|--------|
| Web | 18,877 |
| Email | 3,144 |
| Letter | 1,149 |
| Phone | 488 |
| In person | 4 |
| Fax | 3 |
| Other | 16 |

Geographic distribution of complainants



Complaints by age of complainant



Complaints received by main product issues

The following tables show all complaints received by the top 5 issue types.



Credit

| Issue | Total |
|---|-------|
| Credit reporting | 1,502 |
| Responsible lending | 931 |
| Misleading product or service information | 927 |
| Incorrect fees or costs | 609 |
| Unauthorised transactions | 587 |



General Insurance

| Issue | Total |
|--|-------|
| Delay in claim handling | 910 |
| Claim amount | 832 |
| Denial of claim – exclusion or condition | 815 |
| Denial of claim | 695 |
| Service quality | 258 |



Deposit taking

| Issue | Total |
|---|-------|
| Unauthorised transactions | 571 |
| Service quality | 180 |
| Mistaken internet payment | 139 |
| Incorrect fees or costs | 108 |
| Failure to follow instructions or agreement | 82 |



Superannuation

| Issue | Total |
|------------------------------|-------|
| Incorrect fees or costs | 301 |
| Delay in claim handling | 200 |
| Account administration error | 152 |
| Denial of claim | 138 |
| Death benefit distribution | 128 |



Payment systems

| Issue | Total |
|---------------------------|-------|
| Unauthorised transactions | 275 |
| Denial of claim | 257 |
| Mistaken internet payment | 179 |
| Service quality | 100 |
| Incorrect fees or costs | 68 |



Investments

| Issue | Total |
|---|-------|
| Failure to follow instructions or agreement | 259 |
| Inappropriate advice | 133 |
| Incorrect fees or costs | 87 |
| Failure to act in client's best interests | 86 |
| Service quality | 64 |



Life insurance

| Issue | Total |
|-------------------------|-------|
| Denial of claim | 87 |
| Incorrect premiums | 56 |
| Delay in claim handling | 48 |
| Claim amount | 43 |
| Cancellation of policy | 38 |