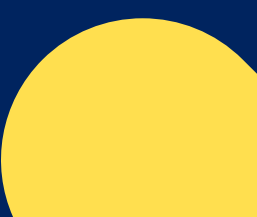
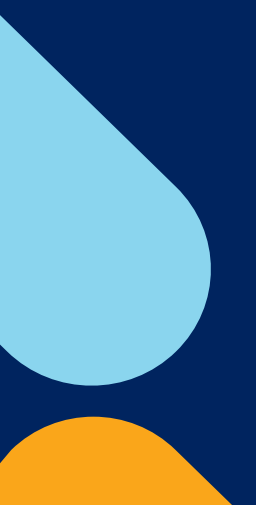


Understanding exporting financial complaint data



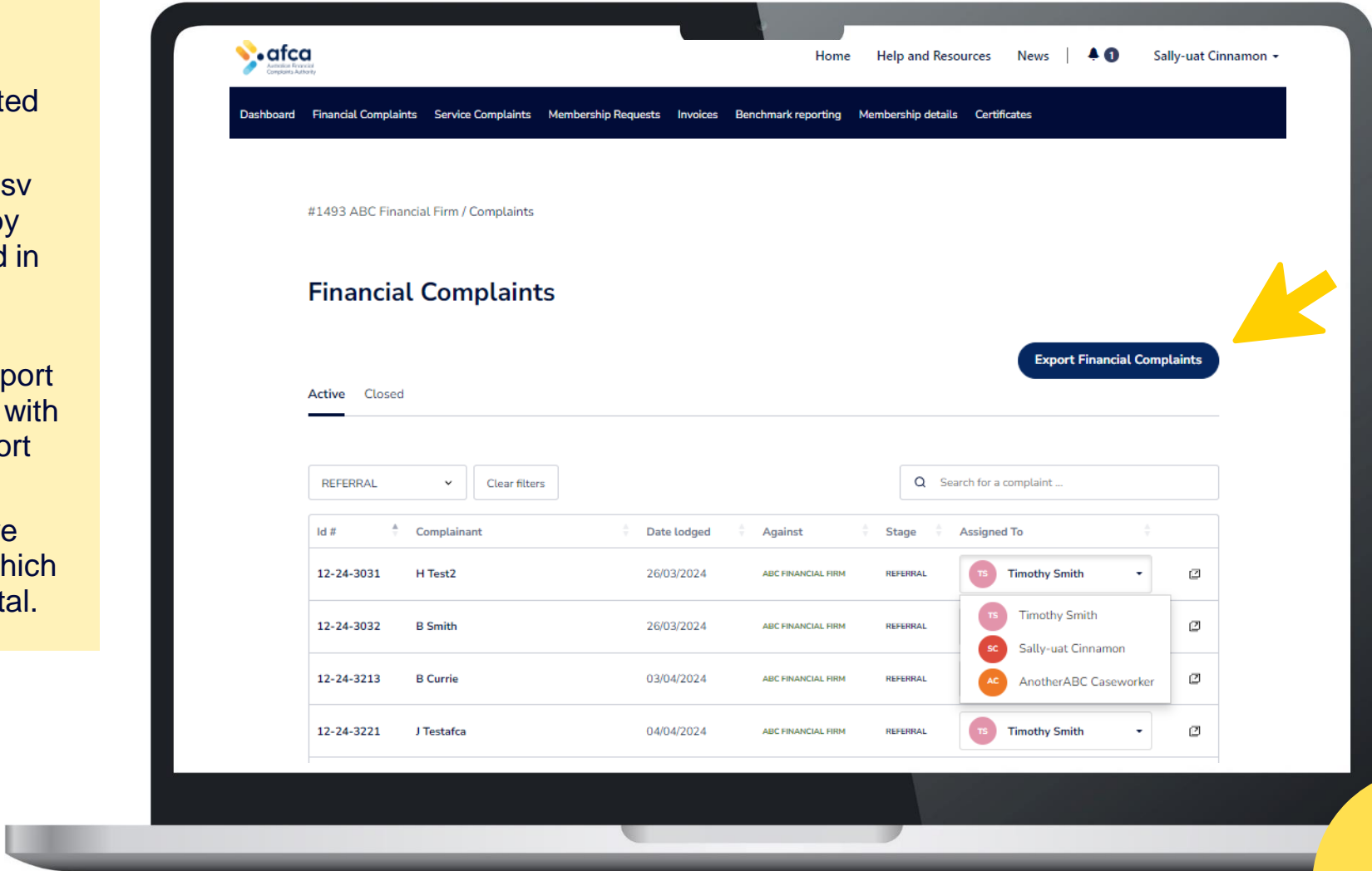
Exporting complaint information

'Export Financial Complaints' will export live data about all the complaints listed under the selected filter.

The data will be presented in a .csv file and will be able to be edited by the member. Data will be updated in real time.

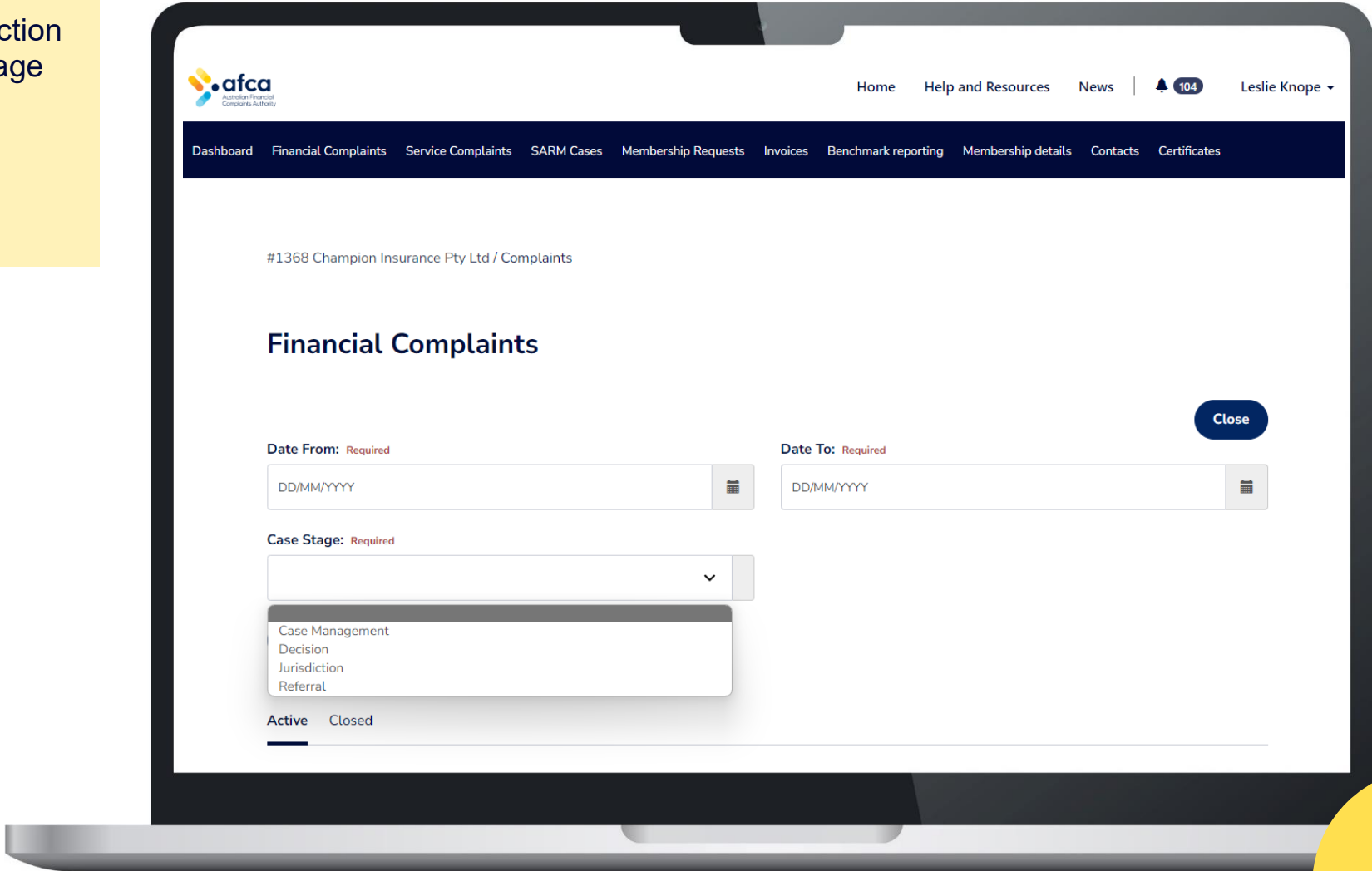
Admin, EDR Manager and Team Manager roles have access to export all financial complaints. Contacts with a Case Worker only role can export all complaints assigned to them.

Some member roles will also have access to benchmark reporting which can be accessed through the portal.



Exporting complaint information filtering options

'Export Financial Complaints' function requires filtering by date, case stage and active (open) or closed. Multiple searches are required to download complaint data across different case stages.



.csv file example

CASE ID	Complainant Name	FF Complaint ID	Significant Event	Complaint Cr	Progression D	Closure D	Reopened	Reopened Date	Case Age	No FF Response	Outcomes	Referral Substage	Complaint Stage
12-24-2476	Business Inc	039420-395		13/02/2024	13/02/2024		No		101	No		IDR Referral	Case Management
12-24-2541	C Uattest	4357457		19/02/2024	22/02/2024		Yes	30/04/2024	95	No		IDR Referral	Case Management
12-24-2560	J Schitt	5555555		20/02/2024	22/03/2024		No		94	No		IDR Referral	Case Management
12-24-2576	The Late John Smith	2222222	2022 OCT MELBOU	20/02/2024	4/03/2024		No		94	No		IDR Referral	Case Management
12-24-3198	L Simpson	CRef93730		2/04/2024	3/05/2024		No		52	No		IDR Referral	Case Management
12-24-3286	C Cat	123-7694		10/04/2024	9/05/2024		No		44	No		IDR Referral	Case Management
12-24-3324	C Uattest	CR46393		11/04/2024	18/04/2024		No		43	No		IDR Referral	Case Management
12-24-3350	F Fox	PP98764	CANBERRA HAILST	16/04/2024	17/05/2024		Yes	16/05/2024	38	No		IDR Referral	Case Management
12-24-3602	C Uattest	73928X		1/05/2024	9/05/2024		Yes	6/05/2024	23	No		IDR Referral	Case Management
12-24-3802	F Flinstone	CW293598		16/05/2024	23/05/2024		No		8	No		Post-IDR Referral	Case Management
12-24-3803	F Flinstone	97402398		16/05/2024	16/05/2024		No		8	No		Post-IDR Referral	Case Management

Complaint Substage	Status	Product & Issues	Case Stream	AFCA Case Worker/Team	Assigned To	Case Requests	Legacy	Jurisdiction Assess	Preliminary Asses	Determination	Conciliation Appointment
Assessment	Open	Product Line: Credit, Product Category: Business Fi	Standard	Banking & Finance 20	Test Two Member	Type: Final Response, Due: 13/03/2024, Status: Reviewed	No				
Review and Investigate	Open	Product Line: Credit, Product Category: Consumer (Complex		Charlotte McNamara	Eliza Smith	Type: Final Response, Due: 19/03/2024, Status: ReviewedType	No				
Review and Investigate	Open	Product Line: Credit, Product Category: Consumer (Fast Track		Joseph Charles	Eliza Smith	Type: Final Response, Due: 20/03/2024, Status: ReviewedType	No				
Awaiting allocation	Open	Product Line: Credit, Product Category: Consumer (Complex		Amelia Brooks	Test Two Member	Type: Information request, Due: 22/04/2024, Status: Expired	No				
Review and Investigate	Open	Product Line: Credit, Product Category: Guarantees Complex		Charlotte McNamara	Test Two Member	Type: Final Response, Due: 01/05/2024, Status: Reviewed	No				
Awaiting allocation	Open	Product Line: Credit, Product Category: Consumer (Standard		Louise Brown	Member Example	Type: Change of Financial Firm, Due: 12/04/2024, Status: Ove	No				22/05/2024 10:00
Review and Investigate	Open	Product Line: Credit, Product Category: Consumer (Fast Track		Jessica Stephens Raymond	Percy Johns	Type: Final Response, Due: 11/05/2024, Status: Reviewed	No	10/04/2024			
Assessment	Open	Product Line: Credit, Product Category: Consumer (Standard		Customer Service	Member Example	Type: Final Response, Due: 15/05/2024, Status: Reviewed	No		16/04/2024		
Assessment	Open	Product Line: Credit, Product Category: Guarantees Standard		Customer Service	Percy Johns	Type: Final Response, Due: 30/05/2024, Status: Submitted-W	No		22/05/2024		
Review and Investigate	Open	Product Line: Credit, Product Category: Consumer (Complex		Banking & Finance 5	Eliza Smith	Type: Final Response, Due: 14/06/2024, Status: Completed	No				
Assessment	Open	Product Line: Deposit Taking, Product Category: , P Fast Track		Customer Service	Percy Johns	Type: Final Response, Due: 05/06/2024, Status: CompletedTy	No				

Definitions of .csv data fields

Column	Explanation
Case ID	AFCA's financial complaint case number
Complainant Name	Business name or First initial + Surname of complainant(s) or a combination if both a business and individual complaint or 'the Late [name] for a deceased product holder)
FF Complaint ID number	Complaint ID number provided by complainant at lodgement (new complaints) or FF reference number (migrated cases)
Significant Event	AFCA significant event added to the complaint
Complaint creation date	The date the complaint was submitted to AFCA
Progression date	The date the complaint progressed from Referral stage to Case Management or Jurisdiction stage
Closure date	If the complaint is closed, the closure date
Reopen	Yes / No indicating whether the complaint was reopened
Reopen date	If the complaint has been reopened, the date
Case age	Calculated by date submitted to current date (if open), or date submitted to closure date (if closed)
No FF Response	Shows if the Complaint has been flagged as no member response to Final Response request (No = Response provided or still within time, Yes = No FF Response)
Outcomes	Outcome type and description (once the Complaint is closed)
Referral substage	Shows if the complaint was classified as IDR, Post IDR or Death Benefit referral.

Column	Explanation
Complaint stage	The current stage or closed stage (Referral, Jurisdiction, Case Management, Decision)
Complaint substage	Complaint current substage – an indicator of the progress through the stage (options include for example, IDR Referral / Post IDR Referral, Awaiting allocation, Review and Investigate, Assessment, Decision)
Status	Complaint status (Open, Closed or Paused)
Products / Issues	Current Product and Issues recorded against the complaint
Case stream	Current complaint stream (Standard, Complex, Fast Track, Rules)
AFCA Case Worker / Team	The AFCA team or case worker the complaint is assigned to
Assigned to	The case worker the complaint is assigned to at the Financial Firm
Case Requests	Name, due date and status of case requests where the Financial Firm has sent or received the request
Legacy	Shows if complaint was raised under AFCA's Legacy complaint jurisdiction
Jurisdiction assessment issued	Date a Jurisdiction Assessment Request was issued by AFCA, if issued
Preliminary assessment issued	Date a Preliminary Assessment Request was issued by AFCA, if issued
Determination issued	Date a Determination Request was issued by AFCA, if issued
Conciliation appointment	Date and time of the conciliation appointment, if booked