

1 Nov 2018 to  
31 Oct 2019

## 73,272 complaints received

As at 31 October 77% have been closed

**\$185 million in compensation<sup>1</sup>**

## Small business

We received **3,869** complaints from small businesses.



Most complaints were about misleading product/service information.

## Systemic issues

Definite systemic issues currently under investigation **50**

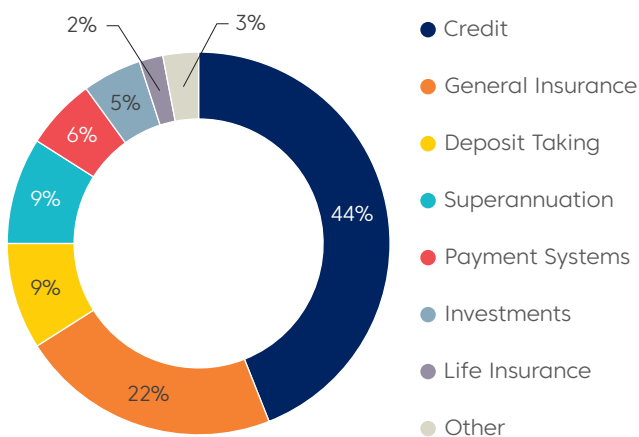
Total potential serious contraventions and other breaches identified since November **30**

## Events and meetings held/attended

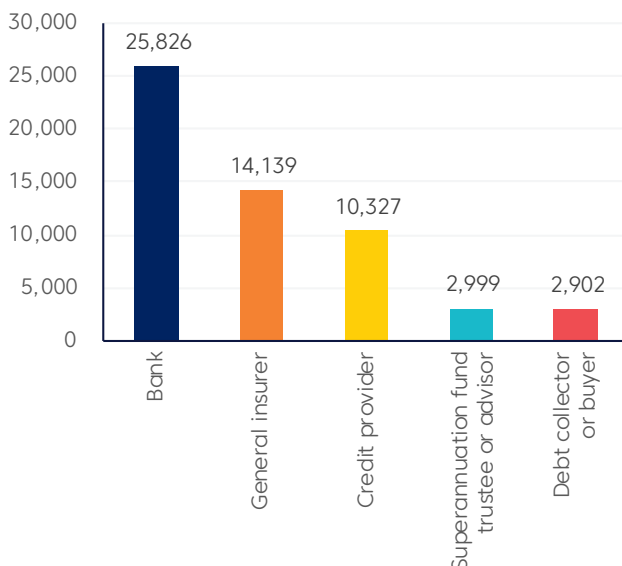
More than **430** events and meetings held/attended.

We visited the ACT, NSW, QLD, SA, VIC, WA and TAS

Complaints received by product line<sup>2</sup>



Complaints received by top 5 financial firm types



**17%** of licensee members had a complaint lodged against them in the first 12 months

## Calls to consumer line

We received more than **155,063** calls so far, with an average of **613** per day.



## Visits to our website

We received **1,506,283** visits to our website.



## Social media followers

|                                                                                                    |                                                                                                       |                                                                                                       |
|----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
|  <b>Twitter</b> |  <b>LinkedIn</b> |  <b>Facebook</b> |
| <b>1,933</b>                                                                                       | <b>5,314</b>                                                                                          | <b>2,664</b>                                                                                          |

## Complaints received by main product issues

The following tables show all complaints received by the top five issues.



### Credit

| Issue                                                       | Total |
|-------------------------------------------------------------|-------|
| Credit reporting                                            | 5,225 |
| Responsible lending                                         | 3,293 |
| Financial firm failure to respond to request for assistance | 2,714 |
| Incorrect fees/costs                                        | 1,952 |
| Misleading product/service information                      | 1,779 |



### General Insurance

| Issue                                 | Total |
|---------------------------------------|-------|
| Claim amount                          | 3,087 |
| Delay in claim handling               | 3,029 |
| Denial of claim - exclusion/condition | 2,505 |
| Denial of claim                       | 2,125 |
| Service quality                       | 1,064 |



### Deposit Taking

| Issue                                          | Total |
|------------------------------------------------|-------|
| Unauthorised transactions                      | 1,836 |
| Service quality                                | 602   |
| Mistaken internet payment                      | 408   |
| Failure to follow instructions/agreement       | 352   |
| Interpretation of product terms and conditions | 327   |



### Superannuation

| Issue                        | Total |
|------------------------------|-------|
| Incorrect fees/costs         | 873   |
| Delay in claim handling      | 770   |
| Account administration error | 492   |
| Denial of claim              | 437   |
| Claim amount                 | 402   |



### Payment Systems

| Issue                     | Total |
|---------------------------|-------|
| Unauthorised transactions | 880   |
| Denial of claim           | 705   |
| Mistaken internet payment | 479   |
| Service quality           | 277   |
| Incorrect fees/costs      | 191   |



### Investments

| Issue                                     | Total |
|-------------------------------------------|-------|
| Failure to follow instructions/agreement  | 973   |
| Inappropriate advice                      | 540   |
| Failure to act in client's best interests | 352   |
| Incorrect fees/costs                      | 330   |
| Misleading product/service information    | 206   |



### Life Insurance

| Issue                   | Total |
|-------------------------|-------|
| Denial of claim         | 237   |
| Incorrect premiums      | 203   |
| Delay in claim handling | 159   |
| Claim amount            | 131   |
| Cancellation of policy  | 118   |