

COVID-19 complaints

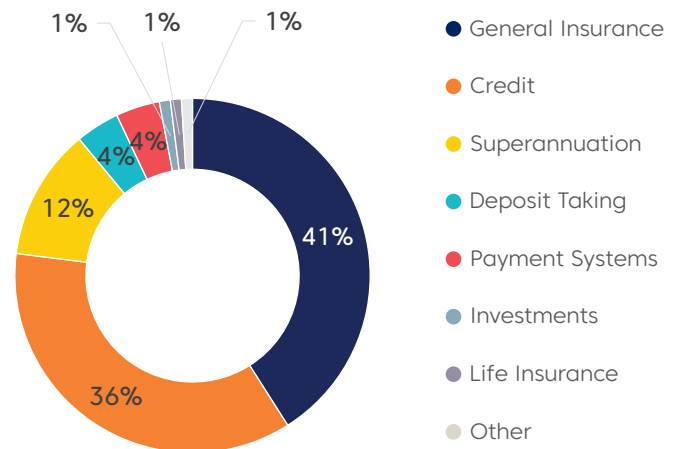
Between 3 March 2020 and 30 September 2020

8,514 complaints received

75% of complaints closed as at 31 August 2020

1,627 COVID-19 complaints involved financial difficulty

COVID-19 Complaints received by product line¹



Top 10 COVID-19 complaints received by product¹

Product	Total
Travel insurance	2,929
Credit cards	1,088
Superannuation account	860
Home loans	785
Personal loans	471
Personal transaction accounts	213
Business loans	206
Investment property loans	130
Merchant facilities	122
Loss of profits/business interruption	80

Top 10 COVID-19 complaints received by issue¹

Issue	Total
Delay in claim handling	965
Denial of claim	872
Denial of claim-exclusion/condition	865
Financial firm failure to respond to request for assistance	771
Service quality	535
Incorrect premiums	295
Delay	256
Claim amount	241
Incorrect fees/costs	228
Decline of financial difficulty request	209

¹ One complaint can have multiple product lines.

¹ These figures only include those that progressed to case management. One complaint can have multiple products/issues.