

# Member forums

Superannuation  
17 November 2020

Heather Gray, Lead Ombudsman - Superannuation

# Today's session includes



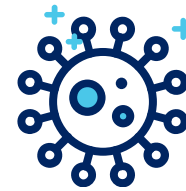
2019-20 complaints



Factsheets and approaches



Tips for dealing with  
AFCA



COVID-19



# Superannuation complaints



## Complaints received

**7,557** complaints received

**33%** resolved at Registration and Referral stage

### Top five superannuation complaints received by product <sup>1</sup>

| Product                        | Total |
|--------------------------------|-------|
| Superannuation account         | 3,723 |
| Total and permanent disability | 1,161 |
| Income protection              | 925   |
| Death benefit                  | 578   |
| Pension                        | 58    |

### Top five superannuation complaints received by issue <sup>1</sup>

| Issue                        | Total |
|------------------------------|-------|
| Delay in claim handling      | 1,260 |
| Incorrect fees/costs         | 753   |
| Service quality              | 648   |
| Account administration error | 570   |
| Denial of claim              | 556   |

## Complaints closed

**6,867** complaints closed <sup>2</sup>

More than **\$33.9** million <sup>3</sup> in compensation and refunds was awarded or obtained through AFCA's dispute resolution work

**70%** of complaints resolved by agreement, or in favour of complainants

Average time to close a complaint  
**106 days**

### Stage at which superannuation complaints closed

| Stage                  | Total |
|------------------------|-------|
| At Registration        | 2,476 |
| At Case Management     | 3,084 |
| Preliminary Assessment | 816   |
| Decision               | 491   |

### Average time taken to close superannuation complaints

| Time                         | Total |
|------------------------------|-------|
| Closed 0–30 days             | 16%   |
| Closed 31–60 days            | 19%   |
| Closed 61–180 days           | 49%   |
| Closed greater than 180 days | 16%   |

<sup>1</sup> One complaint can have multiple products/issues.

<sup>2</sup> This includes 1,769 complaints received before 1 July 2019, and 5,098 received from 1 July 2019 to 30 June 2020.

<sup>3</sup> This includes matters previously received by AFCA's predecessor, Financial Ombudsman Service, and resolved by AFCA between 1 July 2019 and 30 June 2020.



# Factsheets and approaches

# Factsheets

## Recent Factsheets

- > Income protection benefits in superannuation
- > Insurance premium increases in superannuation
- > Coronavirus (COVID-19) – superannuation



# Approaches

## Recent Approach

- > Delayed insurance claims in superannuation

## Other Approaches

- > Superannuation death benefit complaints
- > Superannuation fees and charges



# Tips for dealing with AFCA



# Reasons for decisions

- > Comprehensive
- > Written with the fund member in mind
- > Plain English





# Identifying documents

- > Explain context
- > Include dates
- > Trust deeds and policies – identify relevant provisions and date of application



# COVID-19 – the superannuation experience



# COVID-19 complaints

As at 11 November 2020

## Superannuation: open and closed complaints by product

| Product        | Total | Open | Closed |
|----------------|-------|------|--------|
| Superannuation | 1,133 | 139  | 994    |



# COVID-19 complaints

As at 11 November 2020

## Open complaints by stage

| Stage                                | Total       |
|--------------------------------------|-------------|
| Registration and Referral            | 73          |
| Workflow                             | 15          |
| Rules                                | 1           |
| Fast Track                           | <b>(19)</b> |
| Fast Track – Case Management Level 1 | 15          |
| Fast Track – Preliminary Assessment  | 3           |
| Decision                             | 1           |
| Standard and Complex                 | <b>(30)</b> |
| Case Management Level 1              | 13          |
| Case Management Level 2              | 3           |
| Preliminary View                     | 12          |
| Decision                             | 2           |
| <b>Total</b>                         | <b>139</b>  |

Australian Financial Complaints Authority



## Closed complaints by stage

| Stage                                       | Total      |
|---|------------|
| Registration and Referral                   | 782        |
| Rules                                       | 10         |
| Fast Track                                  | (160)      |
| Closed Fast Track – Case Management Level 1 | 124        |
| Closed Fast Track – Preliminary Assessment  | 27         |
| Closed Fast Track – Preliminary View        | 9          |
| Standard and Complex                        | (42)       |
| Closed Case Management Level 1              | 17         |
| Closed Case Management Level 2              | 21         |
| Closed Preliminary View                     | 4          |
| <b>Total</b>                                | <b>994</b> |

Slide 12

# COVID-19 common themes

- > Delay in payment
- > Member identification and fraud issues
- > Payment made to the wrong bank account
- > Account balance not as expected
- > Form filled out incorrectly
- > Balance transferred after application made



# COVID-19 approach and learnings

- > Regular industry consultation
- > Process to manage based on industry experience
- > Fast resolution



**Thank you**

