

# AFCA at a glance

Statistics correct as at 24 October 2018

**Complaints received by previous schemes in 2017-18**

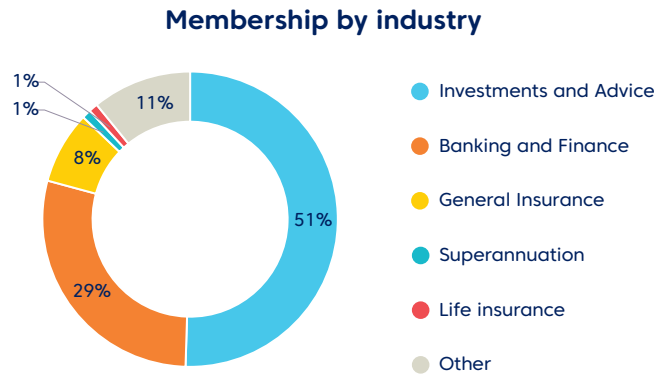
**CIO 6,293**

**FOS 43,684**

**SCT 2,255**

**Complaints AFCA expects to receive in its first year**

**55,000+**



**It's a free service for consumers and small business**

**Over 550 staff**



**Small business definition**

FOS/CIO  
Under 20 employees\*

AFCA  
Under 100 employees

\*Excluding manufacturing

**22** ombudsman

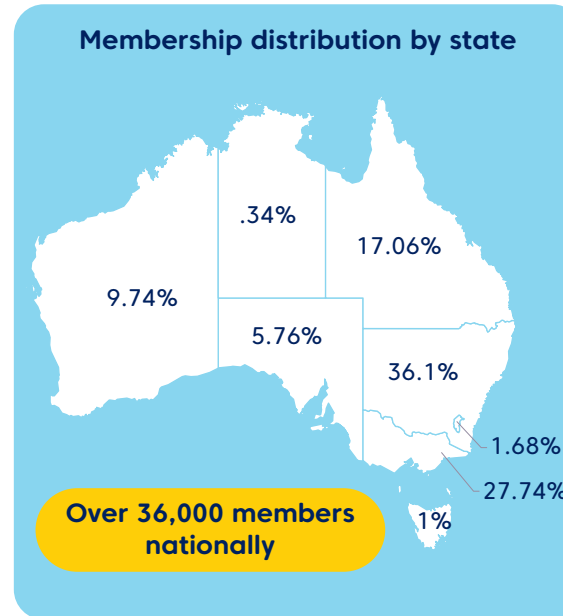
**14** adjudicators

**28** panel members

**Increased limits**

FOS/CIO		AFCA	
Consumer complaints		Consumer complaints	
Monetary limit <b>\$500,000</b>	Compensation cap <b>\$323,500</b>	Monetary limit <b>\$1 million*</b>	Compensation cap <b>\$500,000*</b>
Small business		Small business	
Credit facility limit <b>\$2 million</b>	Compensation cap <b>\$323,500</b>	Credit facility limit <b>\$5 million</b>	Compensation cap <b>\$1 million**</b>
Superannuation		Superannuation	
<b>Limited jurisdiction</b>		<b>Unlimited</b>	

\*Unlimited where the home secures the guarantee to be set aside  
\*\*\$2 million where the small business is a primary producer (including farmers)



**Have a complaint?**

**1800 931 678** (free call)  
(9am to 5pm from Monday to Friday)

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GPO Box 3 Melbourne VIC 3001

**www.afca.org.au**

Live chat function available on our website