

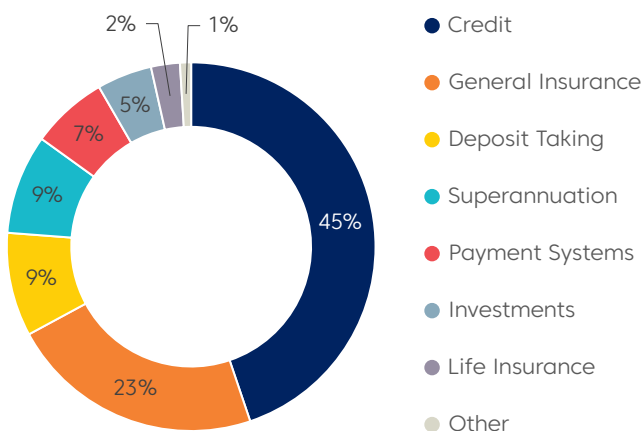
1 Nov 2018 to
31 May 2019

41,528 complaints received

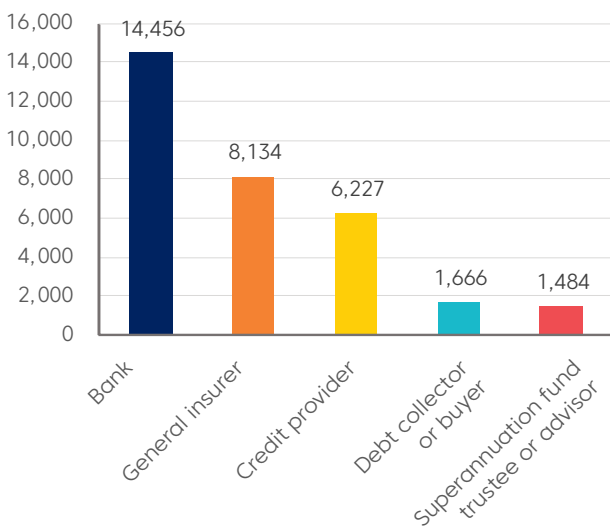
As at 31 May 65% have been closed

\$99 million in compensation¹

Complaints received by product type²



Complaints received by top 5 financial firm types



13% of licensee members had a complaint lodged against them in the first seven months

Small business

We received **2,420** complaints from small businesses.



Most complaints were about misleading product/service information.

Systemic issues

Definite systemic issues currently under investigation **83**

Total potential serious contraventions and other breaches identified since November **20**

Events and meetings held/attended

We attended/held **225** events and meetings.
We visited the ACT, NSW, QLD, SA, VIC and WA



Calls to consumer line

We received more than **87,513** calls so far, with an average of **608** per day.



Visits to our website

We received **679,728** visits to our website.

Social media followers

Twitter **1,729** LinkedIn **3,405** Facebook **2,318**

Complaints received by main product issues

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



Credit

Issue	Total
Credit reporting	2,731
Responsible lending	1,732
Financial firm failure to respond to request for assistance	1,336
Misleading product/service information	1,310
Incorrect fees/costs	1,030



General Insurance

Issue	Total
Delay in claim handling	1,788
Claim amount	1,648
Denial of claim - exclusion/condition	1,428
Denial of claim	1,187
Service quality	521



Deposit Taking

Issue	Total
Unauthorised transactions	978
Service quality	322
Mistaken Internet Payment	234
Incorrect fees/costs	174
Failure to follow instructions/agreement	168



Superannuation

Issue	Total
Incorrect fees/costs	480
Delay in claim handling	397
Account administration error	258
Death benefit distribution	227
Claim amount	225



Payment Systems

Issue	Total
Unauthorised transactions	485
Denial of claim	454
Mistaken Internet Payment	284
Service quality	162
Incorrect fees/costs	112



Investments

Issue	Total
Failure to follow instructions/agreement	412
Inappropriate advice	280
Failure to act in client's best interests	167
Incorrect fees/costs	160
Misleading product/service information	110



Life Insurance

Issue	Total
Denial of claim	123
Incorrect premiums	118
Delay in claim handling	91
Claim amount	77
Cancellation of policy	63