

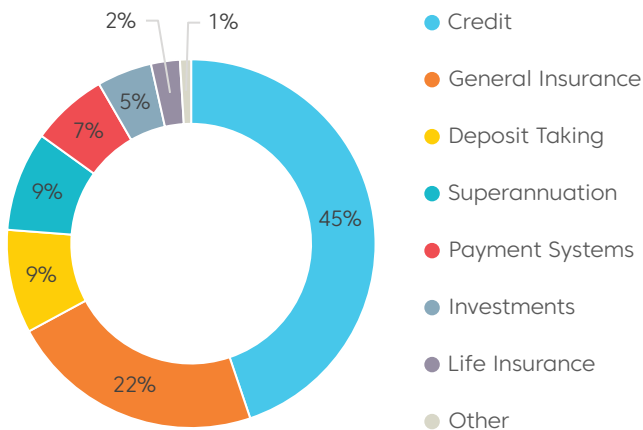
1 Nov 2018 to  
31 Mar 2019

## 29,873 complaints received

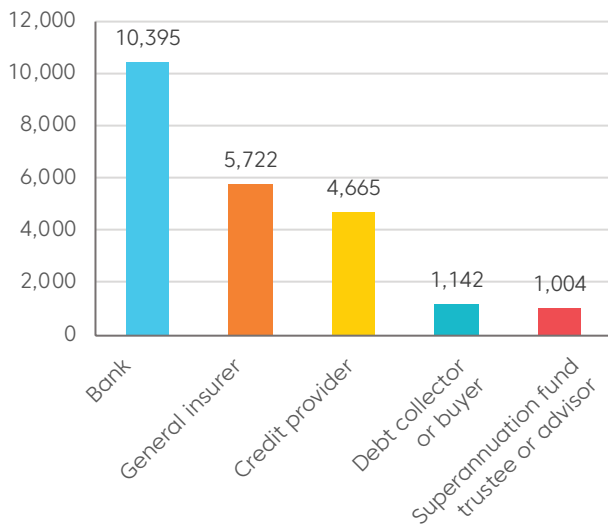
As at 31 March 55% have been closed

## \$67 million in compensation<sup>1</sup>

### Complaints received by product type



### Complaints received by financial firm type<sup>2</sup>



**11.1%** of licensee members had a complaint lodged against them in the first five months

## Small business

We received **1,913** complaints from small businesses.



Most complaints were about misleading product/service information.

## Systemic issues

Definite systemic issues currently under investigation **81**

Total potential serious contraventions and other breaches identified since November **13**

## Events and meetings held/attended

We attended/held **138** events and meetings.  
We visited the ACT, NSW, QLD, SA, VIC and WA



## Calls to consumer line

We received more than **61,237** calls so far, with an average of **606** per day.



## Visits to our website

We received **568,933** visits to our website.

## Social media followers

Twitter **1,448** LinkedIn **2,521** Facebook **1,927**

## Complaints received by main product issues

The following tables show all complaints received by the top 5 issue types.



### Credit

Issue	Total
Credit reporting	1,935
Responsible lending	1,198
Misleading product/service information	1,062
Financial firm failure to respond to request for assistance	830
Incorrect fees/costs	760



### General Insurance

Issue	Total
Delay in claim handling	1,198
Claim amount	1,092
Denial of claim - exclusion/condition	1,056
Denial of claim	846
Service quality	366



### Deposit Taking

Issue	Total
Unauthorised transactions	701
Service quality	224
Mistaken internet payment	165
Incorrect fees/costs	127
Failure to follow instructions/agreement	99



### Superannuation

Issue	Total
Incorrect fees/costs	379
Delay in claim handling	269
Account administration error	198
Denial of claim	179
Death benefit distribution	171



### Payment Systems

Issue	Total
Unauthorised transactions	334
Denial of claim	323
Mistaken Internet Payment	204
Service quality	120
Incorrect fees/costs	86



### Investments

Issue	Total
Failure to follow instructions/agreement	287
Inappropriate advice	182
Failure to act in client's best interests	119
Incorrect fees/costs	108
Service quality	92



### Life Insurance

Issue	Total
Denial of claim	105
Incorrect premiums	78
Delay in claim handling	59
Claim amount	54
Cancellation of policy	46