

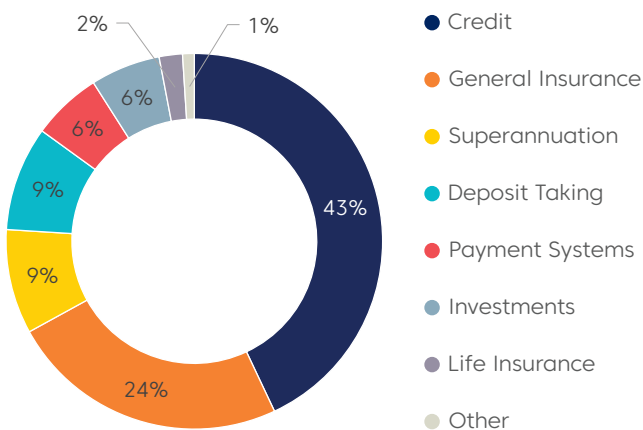
1 Jul 2019 to
30 Jun 2020

80,546 complaints received

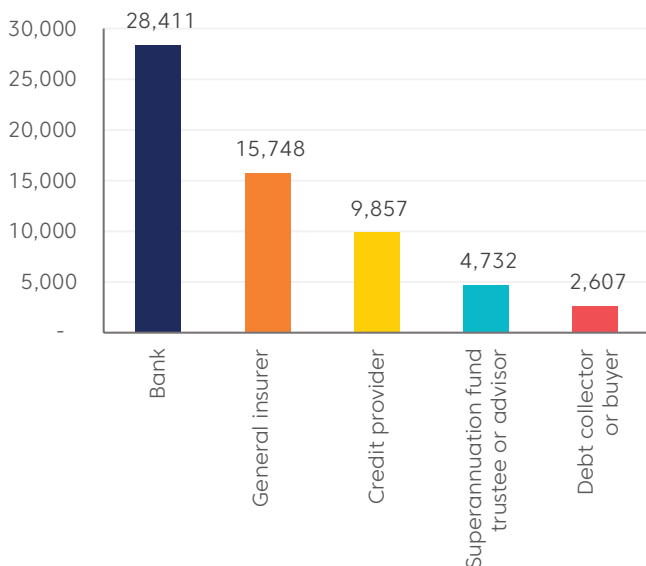
As at 30 June 78% have been closed

\$258.6 million in compensation¹

Complaints received by product line²



Complaints received by top 5 financial firm types



19% of licensee members

had a complaint lodged against them in this period

Small business

We received **3,385** complaints from small businesses.

Most complaints were about misleading product/service information.



Systemic issues

Definite Systemic Issue findings **92**

Possible serious contraventions and other breaches reported under Corporations Act s1052E(1) **37**

8,070 complaints involved financial difficulty



Calls to consumer line

We received more than **155,792** calls so far, with an average of **621** per day.



Visits to our website

We received **1,203,737** visits to our website.

Social media followers

Platform	Followers
Twitter	2,192
LinkedIn	8,518
Facebook	2,980

Complaints received by main product issues

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



Credit

Issue	Total
Credit reporting	6,336
Responsible lending	3,614
Financial firm failure to respond to request for assistance	3,089
Incorrect fees/costs	2,151
Service quality	1,927



General Insurance

Issue	Total
Delay in claim handling	3,521
Claim amount	3,171
Denial of claim - exclusion/condition	3,032
Denial of claim	2,337
Service quality	1,353



Deposit Taking

Issue	Total
Unauthorised transactions	2,032
Service quality	835
Mistaken internet payment	490
Interpretation of product terms and conditions	489
Failure to follow instructions/agreement	430



Superannuation

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



Payment Systems

Issue	Total
Unauthorised transactions	986
Denial of claim	621
Mistaken internet payment	447
Service quality	434
Incorrect fees/costs	217



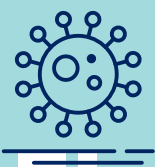
Investments

Issue	Total
Misleading product/service information	757
Inappropriate advice	585
Failure to follow instructions/agreement	575
Failure to act in client's best interests	469
Service quality	380



Life Insurance

Issue	Total
Denial of claim	270
Incorrect premiums	181
Delay in claim handling	155
Claim amount	131
Inappropriate advice	116



Coronavirus (COVID-19) complaints

**4,773 COVID-19
complaints received**

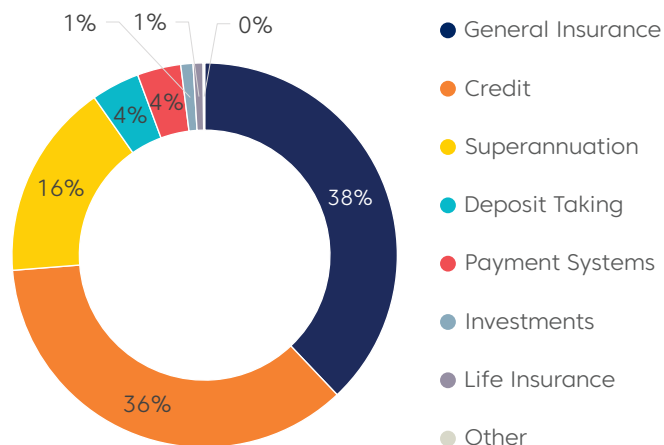
As at 30 June 56% have been closed

**965 COVID-19
complaints involved
financial difficulty**



**3,462 call to our
dedicated COVID-19
support line**

COVID-19 Complaints received by product line¹



We received **1,813** COVID-19 complaints
about general insurance

1,543 of these being about travel insurance

We received **1,711** COVID-19 complaints
about credit

419 of these being about a failure to respond
to requests for assistance

We received **791** COVID-19 complaints
about superannuation

Statistics correct as at 30 June 2020

¹ One complaint can have multiple product lines.