

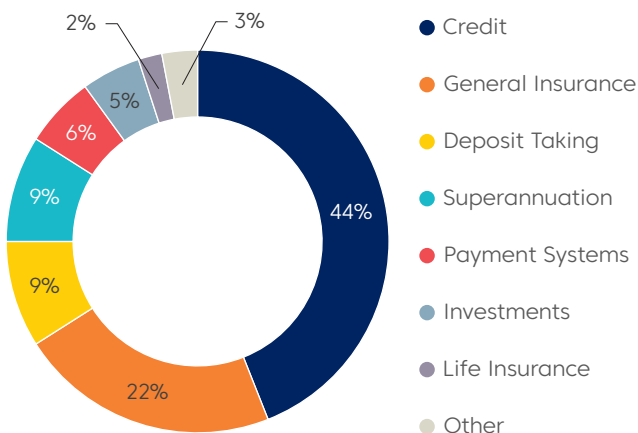
1 Nov 2018 to
31 Oct 2019

73,272 complaints received

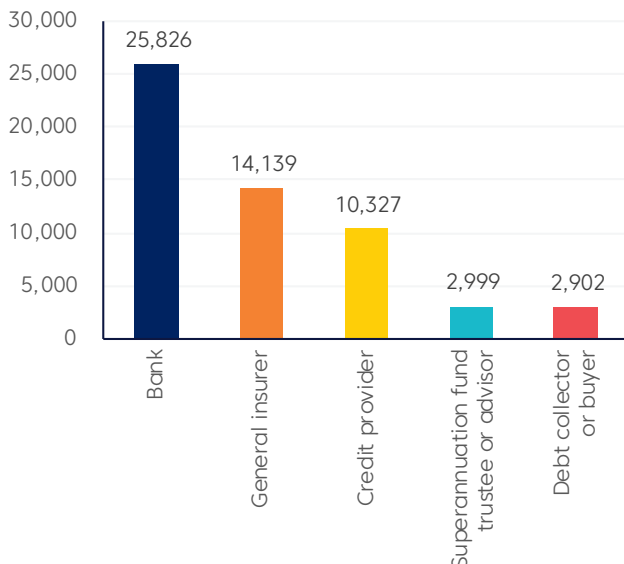
As at 31 October 77% have been closed

\$185 million in compensation¹

Complaints received by product line²



Complaints received by top 5 financial firm types



17% of licensee members had a complaint lodged against them in the first 12 months

Small business

We received **3,869** complaints from small businesses.



Most complaints were about misleading product/service information.

Systemic issues

Definite systemic issues currently under investigation **50**

Total potential serious contraventions and other breaches identified since November **30**

Events and meetings held/attended

More than **430** events and meetings held/attended.

We visited the ACT, NSW, QLD, SA, VIC, WA and TAS



Calls to consumer line

We received more than **155,063** calls so far, with an average of **613** per day.



Visits to our website

We received **1,506,283** visits to our website.

Social media followers

Twitter **1,933** LinkedIn **5,314** Facebook **2,664**

Statistics correct as at 31 October 2019

¹ This includes matters previously received by AFCA's predecessor, Financial Ombudsman Service, and resolved by AFCA since 1 November 2018.

² One complaint can have multiple product lines.

Complaints received by main product issues

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



Credit

Issue	Total
Credit reporting	5,225
Responsible lending	3,293
Financial firm failure to respond to request for assistance	2,714
Incorrect fees/costs	1,952
Misleading product/service information	1,779



General Insurance

Issue	Total
Claim amount	3,087
Delay in claim handling	3,029
Denial of claim - exclusion/condition	2,505
Denial of claim	2,125
Service quality	1,064



Deposit Taking

Issue	Total
Unauthorised transactions	1,836
Service quality	602
Mistaken internet payment	408
Failure to follow instructions/agreement	352
Interpretation of product terms and conditions	327



Superannuation

Issue	Total
Incorrect fees/costs	873
Delay in claim handling	770
Account administration error	492
Denial of claim	437
Claim amount	402



Payment Systems

Issue	Total
Unauthorised transactions	880
Denial of claim	705
Mistaken internet payment	479
Service quality	277
Incorrect fees/costs	191



Investments

Issue	Total
Failure to follow instructions/agreement	973
Inappropriate advice	540
Failure to act in client's best interests	352
Incorrect fees/costs	330
Misleading product/service information	206



Life Insurance

Issue	Total
Denial of claim	237
Incorrect premiums	203
Delay in claim handling	159
Claim amount	131
Cancellation of policy	118