

# COVID-19 complaints

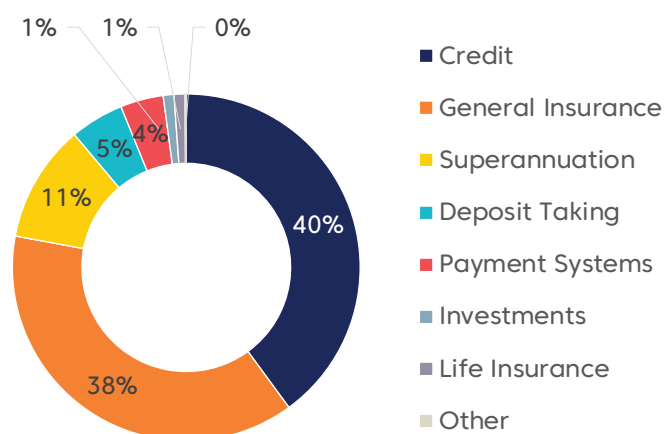
Between 3 March 2020 to 31 January 2021

**11,017** complaints received

**87%** of complaints closed as at 31 January 2021

**2,255** COVID-19 complaints involved financial difficulty

COVID-19 Complaints received by product line<sup>1</sup>



Top 10 COVID-19 complaints received by product<sup>2</sup>

Product	Total
Travel	3,454
Credit cards	1,505
Home loans	1,124
Superannuation account	979
Personal loans	738
Business loans	342
Personal transaction accounts	330
Investment property loans	183
Merchant facilities	160
Hire purchase/lease	119

Top 10 COVID-19 complaints received by issue<sup>2</sup>

Issue	Total
Denial of claim - exclusion/condition	1,151
Financial firm failure to respond to request for assistance	1,118
Denial of claim	1,106
Delay in claim handling	1,070
Service quality	725
Decline of financial difficulty request	423
Claim amount	361
Incorrect fees/costs	330
Incorrect premiums	309
Unauthorised transactions	292

<sup>1</sup> One complaint can have multiple product lines.

<sup>2</sup> One complaint can have multiple products/issues.