

COVID-19 complaints

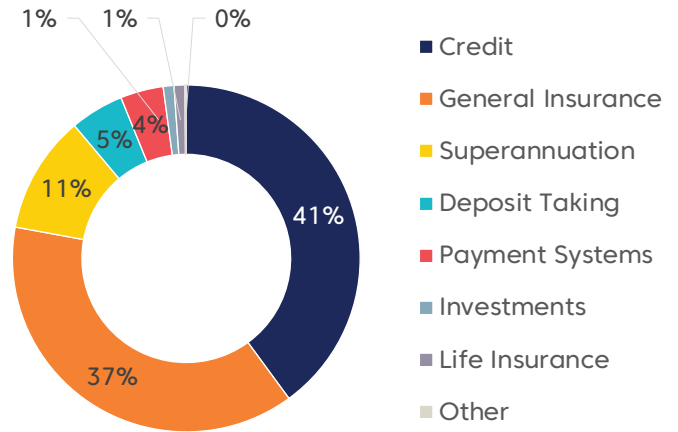
Between 3 March 2020 to 28 February 2021

11,482 complaints received

88% of complaints closed as at 28 February 2021

2,412 COVID-19 complaints involved financial difficulty

COVID-19 Complaints received by product line¹



Top 10 COVID-19 complaints received by product²

Product	Total
Travel	3,516
Credit cards	1,590
Home loans	1,204
Superannuation account	996
Personal loans	800
Business loans	371
Personal transaction accounts	357
Investment property loans	195
Merchant facilities	167
Hire purchase/lease	124

Top 10 COVID-19 complaints received by issue²

Issue	Total
Financial firm failure to respond to request for assistance	1,203
Denial of claim - exclusion/condition	1,182
Denial of claim	1,137
Delay in claim handling	1,088
Service quality	742
Decline of financial difficulty request	472
Claim amount	374
Incorrect fees/costs	342
Incorrect premiums	313
Unauthorised transactions	309

¹ One complaint can have multiple product lines.

² One complaint can have multiple products/issues.