

1 Jul 2020 to
30 Jun 2021

70,510 complaints received

73,933 complaints closed

\$240.64 million in
compensation and refunds¹

1,706 of licensee members
had a complaint lodged against them in
this period

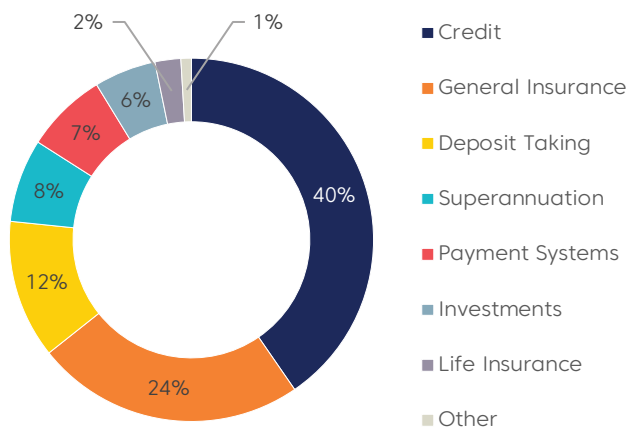
Small business

We received **3,535** complaints from small businesses.

Most complaints were about misleading product/service information.



Complaints received by product line²



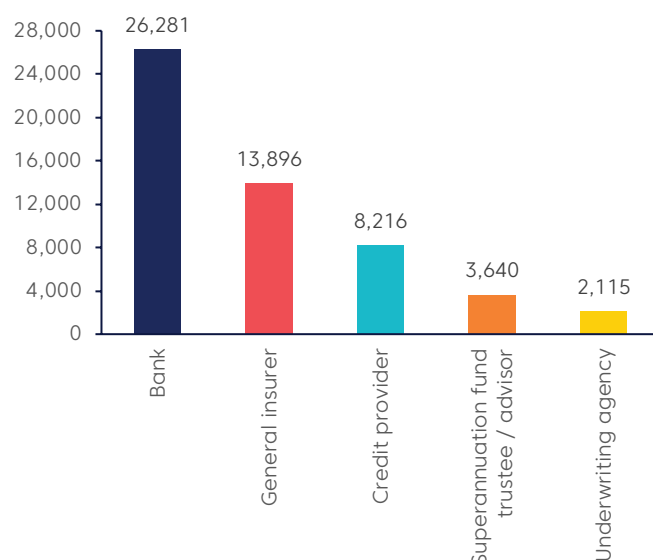
Systemic issues

Definite systemic issues currently under investigation **15**

Total serious contraventions and other breaches referred to regulators since 1 July 2020 **36**

5,184 complaints involved financial difficulty

Complaints received by top 5 financial firm types



Calls to consumer line

We received more than **128,661** calls, with an average of **513** per day.

Complaints received by main product issues

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



Credit

Issue	Total
Default listing	3,738
Financial firm failure to respond to request for assistance	2,678
Service quality	2,554
Incorrect fees/costs	1,894
Responsible lending	1,698



General Insurance

Issue	Total
Claim amount	3,161
Denial of claim - exclusion/condition	3,146
Delay in claim handling	3,126
Denial of claim	2,479
Service quality	1,164



Deposit Taking

Issue	Total
Unauthorised transactions	2,375
Service quality	1,221
Interpretation of product terms and conditions	715
Mistaken internet payment	595
Account administration error	375



Superannuation

Issue	Total
Delay in claim handling	856
Denial of claim	517
Service quality	517
Account administration error	487
Incorrect fees/costs	419



Payment Systems

Issue	Total
Unauthorised transactions	1,004
Denial of claim	636
Service quality	603
Mistaken internet payment	417
Interpretation of product terms and conditions	237



Investments

Issue	Total
Service quality	674
Inappropriate advice	534
Failure to act in client's best interests	525
Incorrect fees/costs	331
Failure to follow instructions/agreement	229



Life Insurance

Issue	Total
Incorrect premiums	213
Denial of claim	212
Delay in claim handling	172
Service quality	141
Misleading product/service information	109