

Five years of AFCA

On 1 November 2018, the Australian Financial Complaints Authority (AFCA) was established as Australia's national ombudsman service for the financial services industry, in a reform that received broad political support.

About AFCA

We provide consumers and small businesses with fair, free and independent dispute resolution for financial complaints.

We can consider complaints about:

- credit, finance and loans
- insurance
- banking deposits and payments
- investments and financial advice
- superannuation.

In the last financial year alone, complaint volumes increased by 34% to nearly 97,000. Since inception, we have registered more than 400,000 complaints, resulting in compensation and refunds to consumers and small businesses totalling \$1.2bn.

Since 1 November 2018, we have reported 295 definite systemic issues to federal regulators, delivering an additional \$340m to 4.9m consumers.



Complaints received

Between 1 November 2018 and 1 November 2023



402,346

Total complaints



17,621

COVID-19 complaints



220

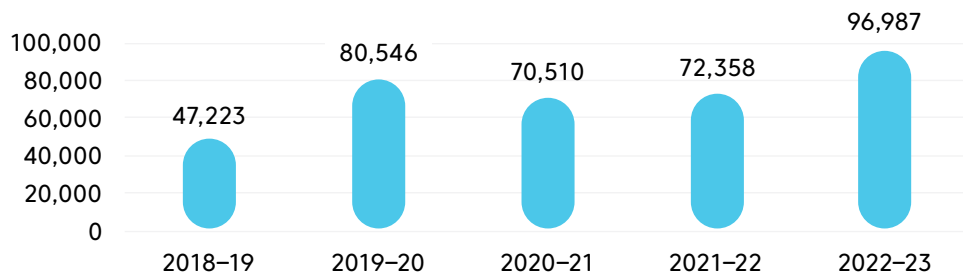
Average per day complaints



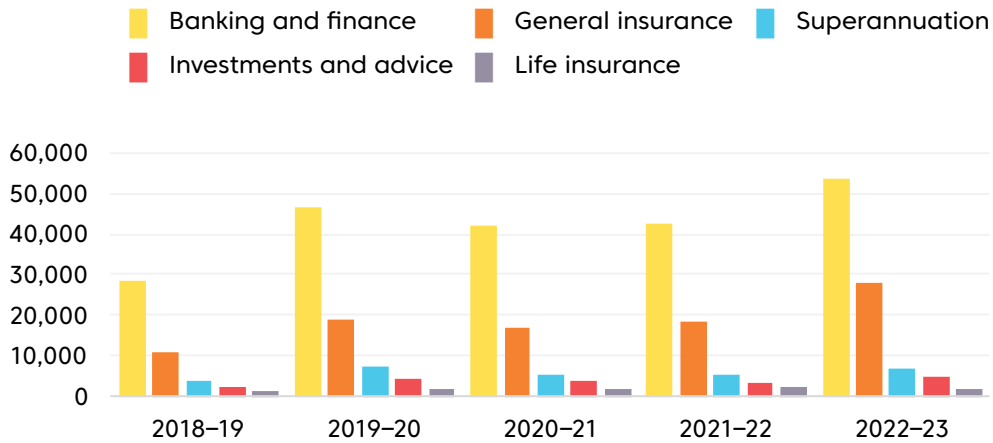
7,550

Other natural disasters complaints

Complaints by financial year



Complaints by product line



Most common issues

1. Service quality
2. Unauthorised transactions
3. Delay in claim handling
4. Claim amount
5. Denial of claim

Most common products

1. Credit cards
2. Personal transaction accounts
3. Home loans
4. Personal loans
5. Motor vehicle – comprehensive

Outcomes

Between 1 November 2018 and 1 November 2023

\$1.2 billion
in compensation awarded

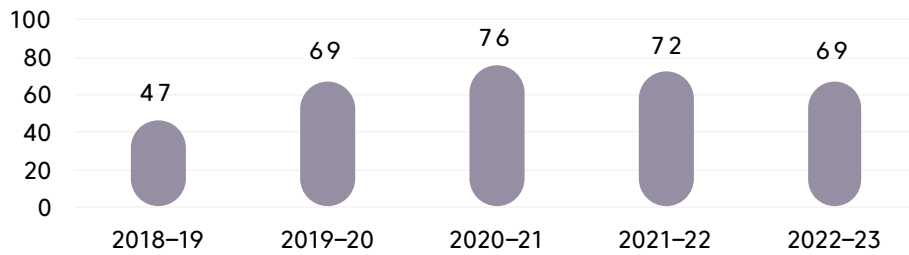
4.9 million
consumers remediated as
a result of AFCA's systemic
issues function

\$380 million
in refunds to consumers as
a result of AFCA's systemic
issues function

295 Definite systemic issues
reported to regulators

132 Serious Contraventions and
other referable matters

Average days to resolve a complaint*



* Excludes complaints that were inactive for an extended period, for example complaints that were paused because the financial firm was insolvent or due to court proceedings, and complaints that were previously closed and re-opened

Growing need to support vulnerable Australians

During the 2022-23 financial year

4,000
1,800
500

Nearly 4,000 people were experiencing **difficult circumstances** or needed **additional support** from AFCA

Of these people:

- More than 1,800 experienced **poor mental health**
- More than 500 experienced **family violence**

We provided our
service in

72

languages other
than English



Up ▲ 15%

Consumer
advocate
referrals to
AFCA*



Up ▲ 13%

Complaints
lodged by
Aboriginal and
Torres Strait
Islander peoples*

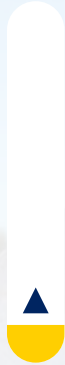


* Comparing financial year 2022-23 with 2021-22

Emerging issues

Comparing financial year 2022–23 with 2021–22

Up 9%



Financial hardship complaints*

Up 46%



Scam complaints

Up 57%



Buy now pay later complaints**

Up 66%



Delays in insurance claim handling

* Up 31% when comparing final quarter of 2022–23 with final quarter of 2021–22

** BNPL providers are not currently required to be AFCA members, so AFCA's complaints data in this area is not representative of the entire industry

Resources

Publications including factsheets, brochures and approaches

afca.org.au/publications

Accessibility resources including information about our service in different languages

afca.org.au/accessibility

1800 931 678 (free call)

(9am to 5pm from Monday to Friday)

Media

Find out more about AFCA at afca.org.au, including specific information for journalists in our media centre at afca.org.au/news/media-centre.

For media enquiries, contact media@afca.org.au.

www.afca.org.au