

# Unpaid Determinations

## *Unpaid Determinations by financial services providers (cumulative as at 30 June 2014)*

	Number	Average Amount Unpaid
<b>Number of FSPs</b>	22	\$541,091.53
<b>Number of FSPs in Administration</b>	1	\$122,205.00
<b>Number of FSPs in Liquidation</b>	9	\$547,230.52

FSP Primary Business	Number	Percentage	Average Amount Unpaid
Financial Advisor	16	73%	\$671,790.39
Research House	0	0%	\$ -
MIS Operator	2	9%	\$12,883.94
Securities Dealer	0	0%	\$ -
Make A Market	1	5%	\$10,841.09
Derivatives Dealer	2	9%	\$38,128.86
Stockbroker	0	0%	\$ -
Credit Provider	1	5%	\$10,356.56
<b>Total</b>	<b>22</b>	<b>100%</b>	<b>\$744,000.85</b>

		Number	Amount
<b>Total of Unpaid Determinations</b>	Wholly	70	\$6,828,449.38
	Partially	35	\$3,328,951.85
	<b>Total</b>	<b>105</b>	<b>\$10,157,401.23</b>

<b>Total Number of Resolved Investments, Life Insurance and Superannuation (ILIS) Disputes</b>	<b>13,202</b>
<b>Total Number of Accepted ILIS Determinations</b>	<b>375</b>
<b>Total Amount of ILIS Determination Awards</b>	<b>\$33,724,955.77</b>
<b>Unpaid Percentage of ILIS Total by Value</b>	<b>30.40%</b>
<b>Unpaid Percentage of ILIS Total by Number</b>	<b>29.33%</b>

## **Unpaid Determinations by Calendar Year since commencement of FOS's Terms of Reference**

	2010	2011	2012	2013	2014 (to 30 June)	CUMULATIVE TOTAL
<b>Number of instances of non-compliance</b>	12	27	33	31	2	<b>105</b>
<b>Total value of non-compliance</b>	\$654,624.37	\$2,149,528.83	\$3,241,806.05	\$3,785,473.98	\$325,968.00	<b>\$10,157,401.23</b>