

Frequently Asked Questions

What do the tables show?

The Comparative Tables present dispute statistics about financial services providers (FSPs) that are members of FOS. They give three types of information about each FSP listed:

1. 'Chance of Dispute' coming to FOS
2. FOS Dispute Process Stage Reached (Avg)
3. Outcomes of the Resolution Process.

The glossary entries on these three terms explain in detail what they mean and how we calculated them.

If an FSP listed in a Comparative Table did not send us data on the size of their business in that product group, we could not calculate the 'Chance of Dispute' for this FSP. We have instead stated the actual 'Number of Disputes' consumers brought to FOS about this FSP in this product group between 1 July 2015 and 30 June 2016.

If there are fewer than five FSPs in a table, we do not show the 'Chance of Dispute' coming to FOS for any of the FSPs. We take this approach to maintain fair comparisons as a market of fewer than five FSPs for a product group is small.

Please note that:

- the 'Chance of Dispute' figures should not be compared across tables. They should only be used within a table as they cannot meaningfully be used to rank FSPs appearing in different tables.
- the 'FOS Dispute Process Stage Reached (Avg)' is not a measure of time but of progression through the four stages of the process.

What approach has FOS taken to publishing this data?

We consulted our members and other stakeholders as we developed our approach to the publication of this data. We believe the approach we have arrived at is fair, transparent and useful to both consumers and FSPs. Two key aspects of our approach are worth emphasising.

1. We are displaying the data in product groups

We divide all the products and services our members provide into 22 product groups. There is a Comparative Table for 18 of these product groups.

In one product groups, being table (21) Timeshare and Strata Title Schemes, less than five FSPs met the threshold of having five or more disputes in 2015-16, with result that only the outcomes data are published for this product group.

In four of the product groups, being tables (7) Extended Warranties, (13) Margin Loans, (14) Medical Indemnity and (17) Professional Indemnity Insurance, no FSPs met the threshold of having five or more disputes in 2015-16, with result that there are no tables published for these product groups.

We believe that displaying the data in product groups is a fair and meaningful way of presenting it. Some FSPs operate across many product groups, and their disputes performance may be excellent in some product groups and below par in others. These FSPs and their customers will learn a lot more from seeing the data for specific product groups than from seeing global totals that might hide variations across product groups.

2. We have related dispute numbers to business size

One of the key indicators of FSP performance outlined in the tables is the 'Chance of Dispute' coming to FOS. With this indicator we are illustrating the number of disputes for each FSP in a product group *relative to the size of the FSP's business in that product group*. This ensures that meaningful comparisons can be made between FSPs of different sizes. The size of an FSP's business has been measured in terms of the number of accounts or policies the FSP held for all products in a product group at 30 June 2015.

How can the tables help me?

Consumers can find out how likely other consumers were to bring a dispute to FOS about a particular product from a particular FSP, and what was the outcome of disputes that were taken to FOS. The data might assist a consumer when they are deciding which financial services provider (FSP) to acquire a product from.

FSPs can compare their disputes performance to that of other FOS members, which will help them to set targets for their businesses and direct their resources into the right areas. This should help them to build their complaints handling systems and broader customer service programs, ultimately strengthening their relationships with their customers.

What period is covered?

The Comparative Tables present dispute statistics covering the period 1 July 2015 to 30 June 2016. The 'Chance of Dispute' figures relate to disputes received in this period. The 'FOS Dispute Process Stage Reached (Avg)' and 'Outcomes of the Resolution Process' figures relate to disputes closed in this period.

How can I find what I'm looking for?

There are two ways to view the tables:

1. **View by product group** (this is the default option). This view allows you to see and compare the disputes data for all the FSPs that had five or more disputes in a product group. You can sort the list of FSPs according to each statistic, to help you make comparisons.
2. **Compare two FSPs**. This view will show you the disputes data for the two FSPs you choose in any tables they both appear in.

Do all members of FOS appear in the tables?

No. The vast majority of our members do not appear in any of this year's Comparative Tables. So that the data we publish is meaningful, we have set a threshold that restricts the number of FSPs that appear in each table. Each table lists the FSPs that had five or more disputes brought to FOS from 1 July 2015 and 30 June 2016 in that product group.

You can find out whether an FSP is a member of FOS using the member search available on our website [here](#).

Where did the business size data come from?

The 'Chance of Dispute' figures in the tables rely on business size information provided by the members of FOS that appear in the tables. That information has not been independently verified by FOS. While we have every confidence in the responses provided by our members, we also note that there is some margin for inconsistency in the ways in which our requests have been interpreted, primarily because of differences in the structure of FSPs' business operations.

How do I compare two FSPs?

Click on the 'Compare two FSPs' tab on the top right of the screen, then select the two FSPs that you wish to compare. This view will show you the disputes data for the two FSPs in any tables they both appear in.

Why are the 'Chance of Dispute' figures per 100,000 accounts or policies?

The 'Chance of Dispute' figures represent the number of disputes brought to FOS about an FSP in a product group from 1 July 2015 to 30 June 2016 **per** 100,000 accounts or policies the FSP had at 30 June 2015.

We have used the number of disputes per 100,000 accounts or policies, rather than simply the number of disputes divided by the number of accounts or policies, to ensure that we get numbers that are easy to read and compare. Multiplying by 100,000 gives us numbers like 4.7 and 6.2, which are easier to make sense of than numbers like 0.000047 and 0.000062. This multiplication doesn't change the order the FSPs will appear in when they are ranked from highest to lowest or lowest to highest.

What are the product groups?

FOS divided all the products and services our members provide into the following 22 product groups:

1. Business Finance
2. Consumer Loans
3. Credit Cards
4. Credit Insurance
5. Deposit Taking/Payment Systems
6. Derivatives/Hedging and Securities
7. Extended Warranties
8. Home Building Insurance
9. Home Contents Insurance
10. Housing Finance
11. Life Insurance
12. Managed Investments
13. Margin Loans

14. Medical Indemnity Insurance
15. Motor Vehicle Insurance
16. Personal and Domestic Property Insurance
17. Professional Indemnity Insurance
18. Sickness and Accident Insurance
19. Small Business/Farm Insurance
20. Superannuation
21. Timeshare and Strata Title Schemes
22. Travel Insurance

What types of products fall under each product group?

Below is a list of product groups and the types of products that fall within each product group. In brackets next to each product group is the business measure that has been used to quantify the size of an FSP's business in that product group. There is no information for product groups where we were not able to obtain a common business measure (see the Explanatory Notes for further information about those product groups).

1. Business Finance

Business credit cards
Business loans
Commercial bills
Hire purchase/lease
Letters of credit
Lines of credit/overdrafts
Non FSP debts
Bank guarantees
Business guarantees

2. Consumer Loans (no. of loan accounts)

Hire purchase/lease
Interest free finance
Lines of credit/overdrafts
Non FSP debts
Personal loans
Short term finance
Consumer guarantees

3. Credit Cards (no. of credit card accounts)

Credit cards

4. Credit Insurance (no. of policies)

Consumer credit

5. Deposit Taking / Payment Systems (no. of retail customer accounts)

Business transaction accounts

Foreign currency accounts

Mortgage offset accounts

Passbook accounts

Personal transaction accounts

Bank bills

Cash management accounts

First home buyer accounts

Online accounts

Term deposits

Merchant facilities

Stored value cards

Which offer the following types of facilities/transactions:

ATM

Counter transactions

Bank drafts

Cheques

Direct debits

EFTPOS

Electronic banking

Foreign currency transfers

Telegraphic transfers

Loyalty programs

Non-cash systems

Travellers' cheques

6. Derivatives/Hedging & Securities (no. of investor accounts)

Contracts for difference

Foreign exchange

Forwards

Futures

Options

Swaps

Bills of exchange

Bonds

Debentures

Exchange traded funds (ETFs)

Promissory notes

Shares

Warrants

7. Extended Warranties (no. of policies)

8. Home Building Insurance (no. of policies)

Home building
Residential strata title

9. Home Contents Insurance (no. of policies)

10. Housing Finance (no. of home loan accounts)

Construction loans
Equity release
Home loans
Investment property loans

11. Life Insurance (no. of policies)

Annuities
Endowments
Funeral plans
Income protection
Scholarship funds
Term life
Total & permanent disability
Trauma
Whole of life

12. Managed Investments

Australian equity funds
Cash management accounts
Charitable/educational schemes
Film schemes
Horse schemes
International equity funds
Investor direct portfolio services
Managed discretionary accounts
Mixed asset fund/s
Mortgage schemes
Primary production schemes
Property funds
Trustee common funds

13. Margin Loans (no. of investor accounts)

14. Medical Indemnity (no. of policies)

15. Motor Vehicle Insurance (no. of policies)

Motor vehicle – comprehensive
Motor vehicle – third party fire and theft
Motor vehicle – third party theft

16. Personal and Domestic Property Insurance (no. of policies)

Caravan
Horse
Mobile phone
Moveables
Pets
Pleasure craft
Trailer
Valuables

17. Professional Indemnity Insurance (no. of policies)

18. Sickness and Accident Insurance (no. of policies)

19. Small Business/Farm Insurance

Commercial vehicles
Computer & electronic breakdown
Contractors all risk
Fire or accidental damage
Glass
Industrial special risk
Land transit
Livestock
Loss of profits/business interruption
Machinery breakdowns
Money
Public liability
Theft

20. Superannuation

Account based pensions
Approved deposit funds
Corporate funds
Industry funds
Pooled trusts
Retail funds
Retirement savings accounts
Self-managed funds

21. Timeshare and Strata Title Schemes (no. of consumer contracts)

Managed strata title schemes
Timeshare schemes

22. Travel Insurance (no. of policies)