

## Contents

### Section 1 – Comparative Product Tables

---

Section 1 contains the Comparative Tables for 2017. There are 19 tables published for the reporting period 1 July 2016 to 30 June 2017. The tables report on the following statistics:

1. 'Chance of Dispute' coming to FOS, or 'Number of Disputes' received
2. FOS Dispute Process Stage Reached (Average)
3. Outcomes of the Resolution Process.

### Section 2 – Explanatory Notes

---

Section 2 provides a series of brief explanatory notes for the 2017 Comparative Tables. Information includes details on what is captured in each product table, along with relevant footnotes for each product.

## List of Comparative Tables - 2017

	<u>Table Name</u>	<u>Group</u>	<u>Status</u>
1	Business Finance	Banking & Finance	Published
2	Consumer Loans	Banking & Finance	Published
3	Credit Cards	Banking & Finance	Published
4	Credit Insurance	General Insurance	Published
5	Deposit Taking/Payment Systems	Banking & Finance	Published
6	Derivatives/ Hedging & Securities	Investments & Advice	Published
7	Extended Warranties	General Insurance	Not Published - No Qualified FSPs
8	Home Building Insurance	General Insurance	Published
9	Home Contents Insurance	General Insurance	Published
10	Housing Finance	Banking & Finance	Published
11	Life Insurance	Investments & Advice	Published
12	Managed Investments	Investments & Advice	Published
13	Margin Loans	Banking & Finance	Not Published - No Qualified FSPs
14	Medical Indemnity	General Insurance	Outcomes data only - 1 Qualified FSP
15	Motor Vehicle Insurance	General Insurance	Published
16	Personal and Domestic Property Insurance	General Insurance	Published
17	Professional Indemnity Insurance	Investments & Advice	Not Published - No Qualified FSPs
18	Sickness and Accident Insurance	General Insurance	Outcomes data only - 4 Qualified FSP
19	Small Business /Farm Insurance	General Insurance	Published
20	Superannuation	Investments & Advice	Published
21	Timeshare and Strata Title Schemes	Investments & Advice	Outcomes data only - 1 Qualified FSP
22	Travel Insurance	General Insurance	Published

## #1: Business Finance

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
American Express Australia Limited	Credit provider			2.4	68%	3%	29%	0%	0%
Australia and New Zealand Banking Group Limited	Bank			2.3	63%	9%	16%	10%	2%
Bank of Queensland Limited	Bank			2.7	40%	20%	30%	10%	0%
Bank of Western Australia Limited	Bank			2.7	57%	7%	29%	7%	0%
Bendigo and Adelaide Bank Limited	Bank			2.5	60%	13%	20%	7%	0%
Capital Finance Australia Ltd	Credit provider			2.2	59%	0%	24%	12%	6%
CBFC Limited	Credit provider			2.0	100%	0%	0%	0%	0%
Commonwealth Bank of Australia	Bank			2.5	63%	17%	15%	5%	0%
Equifax Australia Information Services and Solutions Pty Limited <sup>#</sup>	Credit reporting agency			2.8	37%	17%	41%	5%	0%
Macquarie Bank Limited	Bank			1.6	100%	0%	0%	0%	0%
Macquarie Leasing Pty Limited	Credit provider			2.4	55%	10%	23%	10%	3%
Mercedes-Benz Financial Services Australia Pty Ltd	Credit provider			2.4	50%	17%	17%	17%	0%
National Australia Bank Limited	Bank			2.7	46%	10%	30%	12%	1%
Prospa Advance Pty Ltd	Credit provider			2.3	75%	0%	25%	0%	0%
St George Bank	Bank			2.3	48%	9%	17%	26%	0%
St George Finance	Credit provider			2.0	67%	0%	17%	17%	0%
Suncorp-Metway Limited	Bank			2.8	50%	10%	40%	0%	0%
Toyota Finance Australia Limited	Credit provider			2.2	64%	12%	16%	8%	0%
Westpac Banking Corporation	Bank			2.4	44%	17%	23%	16%	0%

<sup>#</sup>Equifax Australia Information Services and Solutions Pty Limited (previously known as Veda Advantage Information Services & Solutions Pty Limited) ceased membership of FOS on 12 November 2016. This means we could not receive disputes about Equifax Australia Information Services and Solutions Pty Limited after this date.

## #2: Consumer Loans

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
Australia and New Zealand Banking Group Limited	Bank	29.5		2.0	66%	2%	12%	18%	2%
Australian Military Bank Ltd	Bank		6	1.3	67%	0%	0%	17%	17%
Bank of Melbourne	Bank	39.2		1.9	59%	9%	14%	14%	5%
Bank of Queensland Limited	Bank	51.3		2.5	38%	21%	29%	13%	0%
Bank of Western Australia Limited	Bank	45.8		2.5	53%	6%	29%	6%	6%
BankSA (a division of Westpac Banking Corporation)	Bank	36.1		1.3	71%	0%	0%	29%	0%
Bendigo and Adelaide Bank Limited	Bank	58.6		2.5	50%	0%	32%	18%	0%
Capital Finance Australia Ltd	Credit provider	83.0		2.0	64%	14%	3%	19%	0%
Citigroup Pty Limited	Bank	10.9		2.2	50%	18%	21%	11%	0%
Commonwealth Bank of Australia	Bank	17.9		2.1	68%	9%	9%	13%	1%
Credit Union Australia Ltd	Credit union		6	1.7	100%	0%	0%	0%	0%
Equifax Australia Information Services and Solutions Pty Limited <sup>#</sup>	Credit reporting agency		104	2.3	47%	11%	32%	10%	
HSBC Bank Australia Limited	Bank	76.1		2.4	50%	14%	36%	0%	0%
Latitude Automotive Financial Services (formerly GE Money)	Credit provider	59.1		2.3	44%	0%	33%	22%	0%
Latitude Personal Finance Pty Ltd (formerly GE Money)	Credit provider	81.5		1.8	65%	4%	8%	22%	1%
Macquarie Leasing Pty Limited	Credit provider	37.4		1.8	65%	6%	11%	15%	2%
McMillan Shakespeare Limited	Salary packaging administrator		9	1.6	57%	0%	14%	29%	0%
Members Equity Bank Limited	Bank	32.8		2.6	80%	0%	20%	0%	0%
Mercedes-Benz Financial Services Australia Pty Ltd	Credit provider	62.1		2.6	29%	18%	29%	16%	8%
National Australia Bank Limited	Bank	31.2		2.0	58%	5%	16%	14%	7%
Nationwide Mercantile Corporation Pty Ltd <sup>##</sup>	Debt collector or buyer		5	1.6	80%	20%	0%	0%	0%
NLC Pty Ltd	Finance broker		6	1.4	80%	0%	0%	20%	0%
Panthera Finance Pty Ltd	Debt collector or buyer		57	1.7	58%	6%	13%	22%	0%
Rapid Loans Pty Ltd	Credit provider	88.7		1.5	88%	0%	0%	13%	0%
Rent 2 Own Cars Australia Pty Ltd	Credit provider		8	1.7	57%	0%	14%	29%	0%
Selectus Financial Services Pty Ltd	Administration services provider	56.0		2.2	33%	17%	33%	17%	0%
Societyone Australia Pty Ltd	Credit provider		7	1.5	50%	0%	0%	50%	0%
St George Bank	Bank	30.4		2.0	64%	6%	15%	14%	0%
St George Finance	Credit provider	33.1		1.9	70%	9%	7%	15%	0%
St George Motor Finance	Credit provider	27.8		1.4	57%	14%	0%	29%	0%
Suncorp-Metway Limited	Bank	28.0		1.9	67%	11%	6%	17%	0%
Teleloans Pty Ltd	Finance broker		7	1.5	63%	0%	0%	38%	0%
Toyota Finance Australia Limited	Credit provider	63.7		1.9	65%	5%	16%	12%	2%
Westpac Banking Corporation	Bank	25.6		2.2	57%	7%	20%	16%	0%
Yamaha Motor Finance Australia Pty Ltd	Credit provider	35.6		2.1	40%	7%	20%	27%	7%

<sup>#</sup>Equifax Australia Information Services and Solutions Pty Limited (previously known as Veda Advantage Information Services & Solutions Pty Limited) ceased membership of FOS on 12 November 2016. This means we could not receive disputes about Equifax Australia Information Services and Solutions Pty Limited after this date.

<sup>##</sup>Nationwide Mercantile Corporation Pty Ltd was previously known as NL Mercantile Group Pty Ltd.

### #3: Credit Cards

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
American Express Australia Limited	Credit provider	38.6		2.0	59%	12%	16%	12%	1%
Australia and New Zealand Banking Group Limited	Bank	8.0		2.0	62%	5%	19%	13%	0%
Bank of Melbourne	Bank	22.0		1.9	81%	8%	4%	4%	4%
Bank of Western Australia Limited	Bank	18.3		2.3	52%	12%	16%	19%	0%
BankSA (a division of Westpac Banking Corporation)	Bank	8.1		1.8	56%	22%	0%	22%	0%
Bendigo and Adelaide Bank Limited	Bank	6.5		2.4	56%	6%	28%	11%	0%
Citigroup Pty Limited	Bank	13.6		2.0	53%	12%	18%	16%	1%
Commonwealth Bank of Australia	Bank	10.1		1.8	75%	6%	8%	11%	0%
Equifax Australia Information Services and Solutions Pty Limited <sup>#</sup>	Credit reporting agency		20	1.7	58%	12%	8%	23%	0%
Heritage Bank Limited	Bank	13.5		1.8	33%	0%	33%	33%	0%
HSBC Bank Australia Limited	Bank	29.5		1.9	57%	7%	17%	18%	1%
Latitude Finance Australia (formerly GE Money)	Credit provider	19.3		1.6	71%	2%	11%	15%	1%
Macquarie Bank Limited	Bank	5.5		2.8	24%	6%	41%	24%	6%
Members Equity Bank Limited	Bank	13.5		1.8	60%	0%	20%	20%	0%
National Australia Bank Limited	Bank	5.0		1.7	72%	7%	9%	11%	1%
Panthera Finance Pty Ltd	Debt collector or buyer		26	2.3	58%	12%	19%	8%	4%
St George Bank	Bank	14.7		1.9	59%	12%	8%	16%	5%
Wesfarmers Finance Pty Ltd	Credit provider	12.6		1.5	72%	0%	10%	17%	0%
Westpac Banking Corporation	Bank	12.8		2.0	60%	7%	16%	17%	0%

<sup>#</sup>Equifax Australia Information Services and Solutions Pty Limited (previously known as Veda Advantage Information Services & Solutions Pty Limited) ceased membership of FOS on 12 November 2016. This means we could not receive disputes about Equifax Australia Information Services and Solutions Pty Limited after this date.

#### #4: Credit Insurance

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
Allianz Australia Insurance Limited	General insurer	12.9		2.5	50%	6%	28%	11%	6%
Hallmark General Insurance Company Ltd	General insurer	3.0		2.0	67%	0%	22%	11%	0%
MLC Limited	Life insurer		7	2.6	56%	0%	44%	0%	0%
OnePath General Insurance Pty Limited	General insurer	2.1		2.4	78%	0%	22%	0%	0%
QBE Insurance (Australia) Limited	General insurer	14.2		2.2	50%	6%	28%	17%	0%
Swann Insurance (Aust) Pty Ltd	General insurer	12.0		2.7	14%	29%	43%	14%	0%
The Colonial Mutual Life Assurance Society Limited	Life insurer	4.1		1.9	75%	0%	11%	14%	0%
Westpac General Insurance Limited	General insurer	3.7		2.0	57%	0%	29%	14%	0%

## #5: Deposit Taking - Payment Systems

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
American Express Australia Limited	Credit provider		21	1.8	61%	22%	9%	4%	4%
Australia and New Zealand Banking Group Limited	Bank	2.9		2.1	49%	8%	23%	19%	0%
Bank Australia Limited	Bank	2.3		1.7	57%	14%	14%	14%	0%
Bank of Melbourne	Bank	3.5		2.0	52%	5%	19%	24%	0%
Bank of Queensland Limited	Bank	5.2		2.3	35%	17%	26%	20%	2%
Bank of Western Australia Limited	Bank	4.7		1.7	49%	11%	18%	18%	5%
BankSA (a division of Westpac Banking Corporation)	Bank	0.7		2.2	83%	17%	0%	0%	0%
Bendigo and Adelaide Bank Limited	Bank	3.7		2.0	46%	8%	27%	17%	2%
Citigroup Pty Limited	Bank	1.1		2.3	48%	17%	24%	10%	2%
Commonwealth Bank of Australia	Bank	2.4		1.8	62%	9%	13%	14%	2%
Credit Union Australia Ltd	Credit union	1.5		1.7	44%	11%	11%	33%	0%
Heritage Bank Limited	Bank	3.7		1.9	56%	0%	31%	13%	0%
HSBC Bank Australia Limited	Bank	6.1		1.9	51%	10%	15%	20%	5%
ING Bank (Australia) Limited	Bank	1.3		2.6	21%	17%	34%	28%	0%
Macquarie Bank Limited	Bank	0.9		2.2	60%	20%	20%	0%	0%
MasterCard Prepaid Management Services Australia Pty Ltd	Product distributor	0.8		1.4	64%	9%	9%	18%	0%
Members Equity Bank Limited	Bank	3.9		1.4	75%	8%	0%	17%	0%
MyState Bank Limited	Bank		6	2.5	50%	17%	17%	17%	0%
National Australia Bank Limited	Bank	2.0		2.0	55%	12%	16%	13%	4%
Panthera Finance Pty Ltd	Debt collector or buyer		6	1.0	83%	0%	0%	17%	0%
PayPal Australia Pty Limited	Non-cash payment system provider	2.0		1.6	57%	3%	21%	18%	1%
Rev Australia	Product distributor	0.3		1.4	100%	0%	0%	0%	0%
St George Bank	Bank	2.6		2.1	44%	15%	24%	13%	5%
Suncorp-Metway Limited	Bank	2.7		2.2	45%	8%	29%	14%	4%
Transaction Services Holdings Limited	Non-cash payment system provider		8	1.2	70%	0%	0%	30%	0%
Westpac Banking Corporation	Bank	3.1		2.0	47%	11%	18%	19%	4%

## #6: Derivatives - Hedging & Securities

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
Berndale Group Pty Ltd	Derivatives dealer		17	3.7	33%	33%	0%	33%	0%
CMC Markets Asia Pacific Pty Ltd	Derivatives dealer		8	3.0	25%	13%	38%	25%	0%
Commonwealth Securities Limited	Stockbroker		16	1.8	63%	0%	13%	13%	13%
Fat Prophets Pty Limited	Research house		5	2.5	50%	33%	17%	0%	0%
Halifax Investment Services Ltd	Derivatives dealer		5	1.0	100%	0%	0%	0%	0%
IG Markets Limited	Derivatives dealer		9	2.8	40%	10%	40%	10%	0%
Ilq Australia Pty Ltd <sup>#</sup>	Make a market		10						
International Capital Markets Pty Ltd	Derivatives dealer		7	3.0	17%	0%	50%	33%	0%
Macquarie Equities Limited	Financial advisor / planner		10	3.6	31%	38%	31%	0%	0%
Pepperstone Group Limited	Derivatives dealer		12	2.3	40%	0%	30%	20%	10%
Plus500au Pty Ltd	Derivatives dealer		28	2.4	0%	14%	29%	57%	0%
Saxo Capital Markets (Australia) Pty Ltd	Product issuer		5	3.0	0%	25%	50%	25%	0%
Share Investing Limited	Stockbroker		14	2.4	33%	6%	44%	11%	6%
Sta Global Investments Pty Ltd	Make a market		5	1.3	100%	0%	0%	0%	0%
WealthHub Securities Limited	Superannuation fund trustee / advisor		5	2.5	50%	0%	25%	25%	0%

<sup>#</sup>Outcome dispute data is not shown as no disputes were closed during the reporting period.



## #8: Home Building Insurance

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
AAI Limited <sup>#</sup>	General insurer	41.7		2.4	44%	16%	29%	10%	1%
AIG Australia Limited	General insurer	7.0		2.6	20%	40%	20%	20%	0%
Allianz Australia Insurance Limited	General insurer	19.4		2.4	57%	6%	27%	10%	0%
Austagencies Pty Ltd	Underwriting agency		11	2.4	25%	17%	33%	25%	0%
Auto & General Insurance Company Limited <sup>##</sup>	General insurer	37.0		2.5	33%	15%	37%	11%	4%
CGU Insurance Limited <sup>###</sup>	General insurer	16.6		2.2	46%	4%	33%	14%	3%
Commonwealth Insurance Limited	General insurer	30.7		2.4	42%	14%	29%	14%	1%
Defence Service Homes Insurance Scheme	General insurer	12.9		2.1	14%	14%	14%	57%	0%
Guild Insurance Limited	General insurer	36.7		2.0	50%	0%	50%	0%	0%
Insurance Australia Limited	General insurer	14.2		2.6	37%	14%	38%	9%	3%
Insurance Manufacturers of Australia Pty Ltd	General insurer	23.5		2.6	31%	14%	39%	15%	0%
Lloyd's Australia Limited	General insurer	28.5		2.8	25%	25%	25%	0%	25%
QBE Insurance (Australia) Limited	General insurer	45.7		2.3	59%	11%	20%	9%	1%
RAA Insurance Limited	General insurer	6.1		2.0	20%	20%	20%	20%	20%
RAC Insurance Pty Limited	General insurer	8.6		1.7	75%	0%	17%	0%	8%
RACQ Insurance Limited	General insurer	26.8		3.0	26%	26%	47%	2%	0%
RACT Insurance Pty Ltd	General insurer	7.0		2.8	40%	20%	40%	0%	0%
Resilium Pty Ltd	Product distributor		13	1.5	67%	0%	0%	33%	0%
Strata Unit Underwriters	Underwriting agency	8.5		3.0	24%	24%	41%	12%	0%
The Hollard Insurance Company Pty Ltd <sup>####</sup>	General insurer	53.9		2.7	29%	24%	37%	10%	0%
Westpac General Insurance Limited	General insurer	38.0		2.4	42%	9%	34%	12%	3%
WFI Insurance Limited	General insurer	33.6		2.4	44%	8%	37%	11%	0%
Youi Pty Ltd	General insurer	12.8		2.8	35%	0%	55%	10%	0%

<sup>#</sup>AAI Limited data also includes disputes captured against Terri Sheer Insurance Pty Ltd.

<sup>##</sup>Auto & General Insurance Company Limited data also includes data captured against Auto & General Services Pty Ltd.

<sup>###</sup>CGU Insurance Limited data also includes disputes captured against HBF Insurance Pty Ltd.

<sup>####</sup>Please note we originally incorrectly reported The Hollard Insurance Company Pty Ltd's chance of dispute as 23.5. The correct chance of dispute for the Hollard Insurance Company Pty Ltd for Home Building Insurance for 2017 was 53.9. We have now updated the above comparative table with the correct information.

## #9: Home Contents Insurance

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
AAI Limited	General insurer	8.2		2.6	33%	6%	45%	13%	4%
Allianz Australia Insurance Limited	General insurer	4.3		2.5	46%	13%	25%	17%	0%
Auto & General Insurance Company Limited	General insurer	7.3		3.3	13%	31%	44%	6%	6%
CGU Insurance Limited	General insurer	2.7		2.8	33%	20%	40%	7%	0%
Commonwealth Insurance Limited	General insurer	3.0		2.1	50%	8%	38%	4%	0%
Insurance Australia Limited	General insurer	3.0		2.9	29%	18%	47%	6%	0%
Insurance Manufacturers of Australia Pty Ltd	General insurer	4.1		3.5	7%	33%	60%	0%	0%
QBE Insurance (Australia) Limited	General insurer	6.6		1.9	63%	9%	12%	14%	2%
RAA Insurance Limited	General insurer	4.9		2.7	17%	33%	33%	17%	0%
RACQ Insurance Limited	General insurer	7.2		2.5	18%	27%	27%	18%	9%
The Hollard Insurance Company Pty Ltd	General insurer	13.0		2.6	40%	5%	35%	20%	0%
Westpac General Insurance Limited	General insurer	8.9		2.6	30%	9%	42%	15%	3%
WFI Insurance Limited	General insurer	6.7		2.2	37%	11%	32%	11%	11%
Youi Pty Ltd	General insurer	3.2		2.0	50%	13%	13%	25%	0%

## #10: Housing Finance

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
AMP Bank Limited	Bank	38.4		2.0	75%	7%	7%	7%	4%
Australia and New Zealand Banking Group Limited	Bank	30.1		2.2	64%	8%	16%	9%	3%
Bank of Melbourne	Bank	35.2		2.2	57%	27%	5%	5%	5%
Bank of Queensland Limited	Bank	79.0		2.6	40%	15%	29%	15%	0%
Bank of Western Australia Limited	Bank	45.6		2.5	47%	14%	21%	16%	2%
BankSA (a division of Westpac Banking Corporation)	Bank	18.5		1.9	71%	0%	0%	29%	0%
Bendigo and Adelaide Bank Limited	Bank	39.9		2.4	40%	9%	25%	20%	6%
Citigroup Pty Limited	Bank	6.3		2.5	53%	33%	13%	0%	0%
Commonwealth Bank of Australia	Bank	29.0		2.1	66%	8%	12%	12%	2%
Heritage Bank Limited	Bank	17.1		2.0	60%	0%	20%	20%	0%
HSBC Bank Australia Limited	Bank	44.0		2.4	55%	15%	25%	5%	0%
ING Bank (Australia) Limited	Bank	33.9		2.2	53%	9%	19%	18%	2%
Macquarie Bank Limited	Bank	26.9		2.2	63%	7%	15%	15%	0%
Members Equity Bank Limited	Bank	17.6		1.8	78%	6%	0%	17%	0%
MyState Bank Limited	Bank		6	2.0	25%	25%	25%	25%	0%
National Australia Bank Limited	Bank	23.7		2.3	58%	9%	21%	11%	2%
Peoples' Choice Credit Union <sup>#</sup>	Credit union	23.1		2.0	43%	14%	0%	43%	0%
RAMS Financial Group Pty Ltd	Bank	37.4		2.3	59%	0%	34%	6%	0%
St George Bank	Bank	18.4		2.4	55%	11%	21%	10%	3%
Suncorp-Metway Limited	Bank	53.2		2.2	64%	8%	15%	12%	1%
Westpac Banking Corporation	Bank	23.9		2.2	52%	11%	19%	17%	1%

<sup>#</sup>Peoples' Choice Credit Union is the trading name for Australian Central Credit Union.

## #11: Life Insurance

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
AIA Australia Limited	Life insurer	0.7		2.3	35%	25%	20%	15%	5%
AMP Life Ltd <sup>#</sup>	Life insurer	3.2		1.8	65%	10%	10%	10%	4%
Australia and New Zealand Banking Group Limited	Bank		8	1.8	40%	40%	0%	20%	0%
Clearview Life Assurance Limited	Life insurer		5	2.7	50%	0%	50%	0%	0%
Commonwealth Financial Planning Limited	Financial advisor / planner		11	2.6	67%	0%	22%	11%	0%
Greenstone Financial Services Pty Ltd	Product distributor	9.6		2.1	54%	16%	11%	11%	8%
HCF Life Insurance Company Pty Limited	Life insurer	1.8		2.9	36%	21%	43%	0%	0%
MLC Limited	Life insurer	7.9		2.7	35%	8%	37%	15%	5%
OnePath Life Limited	Life insurer	8.0		2.4	38%	13%	23%	21%	4%
Suncorp Life & Superannuation Limited	Life insurer	11.3		2.3	61%	25%	7%	5%	2%
TAL Life Limited	Life insurer	1.9		2.1	54%	13%	11%	20%	2%
The Colonial Mutual Life Assurance Society Limited	Life insurer	2.3		2.5	47%	12%	22%	16%	3%
Westpac Banking Corporation	Bank		17	2.1	60%	7%	20%	13%	0%
Westpac Life Insurance Services Limited	Bank	2.2		2.8	23%	18%	36%	18%	5%
Zurich Australia Limited	Life insurer		12	2.0	54%	0%	15%	31%	0%

<sup>#</sup>AMP Life Ltd captures National Mutual Life Association of Australasia Limited (The) which was previously reported as a separate entity.

## #12: Managed Investments

Financial Services Provider (FSP)	Primary Business	Business Size	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
						Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
Audrn Group Pty Ltd <sup>#</sup>	Financial advisor / planner	Small		5	4.0	0%	100%	0%	0%	0%
Australia and New Zealand Banking Group Limited	Bank	Very Large		8	1.3	75%	0%	0%	25%	0%
Australian Planning Services Pty Ltd	Financial advisor / planner	Small		44	1.8	83%	2%	0%	15%	0%
Commonwealth Financial Planning Limited	Financial advisor / planner	Large		27	2.7	74%	9%	13%	0%	4%
Macquarie Equities Limited	Financial advisor / planner	Large		18	3.7	9%	65%	22%	4%	0%
National Australia Bank Limited	Bank	Very Large		7	3.4	60%	0%	40%	0%	0%
Westpac Banking Corporation	Bank	Very Large		10	2.3	63%	25%	13%	0%	0%

<sup>#</sup>Audrn Group Pty Ltd ceased membership of FOS on 15 May 2017. This means we could not receive disputes about Audrn Group Pty Ltd after this date.

## #14: Medical Indemnity

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
Avant Insurance Limited	Life insurer			2.2	51%	17%	16%	12%	4%

## #15: Motor Vehicle Insurance

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
AAI Limited	General insurer	19.5		2.2	48%	10%	28%	13%	1%
AI Insurance Holdings Pty Limited	General insurer	109.5		2.1	52%	19%	14%	14%	0%
Aioi Nissay Dowa Insurance Company Australia Pty Ltd	General insurer	9.8		2.3	36%	0%	48%	12%	4%
Allianz Australia Insurance Limited	General insurer	10.6		2.3	48%	5%	31%	16%	1%
Auto & General Insurance Company Limited <sup>#</sup>	General insurer	28.3		2.2	46%	16%	25%	12%	1%
CGU Insurance Limited <sup>##</sup>	General insurer	8.8		2.4	32%	11%	43%	14%	0%
Commonwealth Insurance Limited	General insurer	13.9		2.2	44%	14%	30%	10%	2%
Eric Insurance Limited	General insurer		6	2.0	57%	0%	29%	14%	0%
Insurance Australia Limited	General insurer	12.0		2.7	32%	14%	37%	16%	1%
Insurance Manufacturers of Australia Pty Ltd	General insurer	12.7		2.5	37%	14%	38%	10%	2%
Lloyd's Australia Limited	General insurer	43.5		2.7	0%	0%	67%	33%	0%
Progressive Direct Insurance Company	General insurer	78.6		2.0	56%	7%	22%	15%	0%
QBE Insurance (Australia) Limited	General insurer	24.1		2.0	60%	3%	21%	13%	3%
RAA Insurance Limited	General insurer	9.5		2.5	40%	7%	47%	7%	0%
RAC Insurance Pty Limited	General insurer	4.9		1.6	50%	6%	11%	28%	6%
RACQ Insurance Limited	General insurer	6.3		3.0	13%	17%	59%	9%	2%
Swann Insurance (Aust) Pty Ltd	General insurer	13.0		2.3	40%	17%	30%	13%	0%
The Hollard Insurance Company Pty Ltd	General insurer	54.1		2.5	34%	14%	39%	14%	0%
WFI Insurance Limited	General insurer	37.1		2.1	50%	10%	25%	13%	3%
Youi Pty Ltd	General insurer	5.9		2.7	24%	6%	52%	18%	0%

<sup>#</sup>Auto & General Insurance Company Limited data also includes data captured against Auto & General Services Pty Ltd.

<sup>##</sup>CGU Insurance Limited data also includes disputes captured against HBF Insurance Pty Ltd.

## #16: Personal & Domestic Property Insurance

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
AAI Limited	General insurer	21.0		2.1	44%	12%	30%	10%	4%
Allianz Australia Insurance Limited	General insurer	3.9		3.0	33%	0%	67%	0%	0%
Club Marine Limited	Underwriting agency	33.2		3.0	26%	33%	39%	0%	2%
Insurance Australia Limited	General insurer	5.7		2.6	29%	29%	43%	0%	0%
Lloyd's Australia Limited	General insurer	14.4		2.6	38%	38%	25%	0%	0%
NM Insurance Pty Ltd	Cover holder		6	2.0	67%	0%	33%	0%	0%
Optus Insurance Services Pty Ltd	General insurer	4.7		1.4	81%	4%	11%	4%	0%
Petplan Australasia Pty Ltd	Underwriting agency		33	2.2	33%	22%	30%	15%	0%
Petsure (Australia) Pty Ltd	General insurer	12.1		2.3	36%	7%	39%	16%	2%
QBE Insurance (Australia) Limited	General insurer	14.6		1.5	88%	0%	0%	13%	0%
RACQ Insurance Limited	General insurer	3.5		3.3	0%	0%	75%	25%	0%
Risk Insure Pty Ltd	General insurance broker	5.4		1.6	70%	5%	15%	10%	0%



## #18: Sickness & Accident Insurance

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
AFA Pty Ltd	Underwriting agency			3.1	38%	15%	38%	8%	0%
Chubb Insurance Australia Limited <sup>#</sup>	General insurer			2.6	26%	5%	53%	16%	0%
Lloyd's Australia Limited	General insurer			2.9	29%	19%	33%	19%	0%
QBE Insurance (Australia) Limited	General insurer			2.3	50%	25%	13%	6%	6%

<sup>#</sup>On 1 November 2016 Chubb Insurance Company of Australia Limited (CICA) transferred its insurance business to ACE Insurance Limited (AIL) and on the same day AIL changed its name to Chubb Insurance Australia Limited (Chubb Australia). CICA ceased membership of FOS on 28 October 2016. Any disputes arising from policies issued by CICA received after this date were allocated to Chubb Australia.

## #19: Small Business - Farm Insurance

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
AAI Limited	General insurer			2.3	44%	15%	23%	16%	2%
Allianz Australia Insurance Limited	General insurer			2.6	33%	0%	44%	11%	11%
Aon Risk Services Australia Limited	General insurance broker			1.5	100%	0%	0%	0%	0%
CGU Insurance Limited	General insurer			2.9	17%	17%	48%	9%	9%
Global Transport & Automotive Insurance Solutions Pty Ltd	Underwriting agency			2.0	33%	0%	33%	0%	33%
Great Lakes Insurance SE	Underwriting agency			3.0	0%	14%	57%	29%	0%
Insurance Australia Limited	General insurer			2.3	29%	21%	21%	29%	0%
Lloyd's Australia Limited	General insurer			1.7	67%	0%	0%	33%	0%
QBE Insurance (Australia) Limited	General insurer			2.2	56%	4%	26%	15%	0%
The Hollard Insurance Company Pty Ltd	General insurer			1.7	67%	0%	33%	0%	0%
WFI Insurance Limited	General insurer			3.1	38%	23%	31%	8%	0%
Zurich Australian Insurance Limited	General insurer			2.5	28%	16%	40%	12%	4%

## #20: Superannuation

Financial Services Provider (FSP)	Primary Business	Business Size	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
						Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
AMP Financial Planning Pty Limited	Financial advisor / planner	Very Large		5	4.0	0%	33%	67%	0%	0%
Australia and New Zealand Banking Group Limited	Bank	Very Large		6	2.3	75%	13%	0%	13%	0%
Commonwealth Financial Planning Limited	Financial advisor / planner	Large		9	2.8	73%	27%	0%	0%	0%
Macquarie Equities Limited	Financial advisor / planner	Large		5	4.0	0%	83%	17%	0%	0%
Marigold Falconer International Limited	Financial advisor / planner	Small		5	4.0	0%	100%	0%	0%	0%
Westpac Banking Corporation	Bank	Very Large		12	1.9	63%	13%	0%	13%	13%

## #21: Timeshare & Strata Title Schemes

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
Classic Clubs Limited	Timeshare scheme operators			1.8	83%	0%	8%	8%	0%

## #22: Travel Insurance

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
AAI Limited	General insurer	34.5		2.5	33%	13%	42%	8%	4%
AGA Assistance Australia Pty Ltd	Underwriting agency	10.4		2.4	45%	10%	37%	8%	0%
AIG Australia Limited	General insurer	2.5		2.7	33%	33%	33%	0%	0%
Auto & General Insurance Company Limited	General insurer	12.0		2.0	60%	20%	20%	0%	0%
CGU Insurance Limited	General insurer	9.3		2.9	18%	9%	64%	9%	0%
Chubb Insurance Australia Limited	General insurer	1.4		2.3	17%	3%	40%	27%	13%
Cover-More Insurance Services Pty Ltd	General insurance broker		9	2.4	44%	56%	0%	0%	0%
Great Lakes Insurance SE	Underwriting agency	11.3		2.7	21%	6%	57%	10%	6%
Lloyd's Australia Limited	General insurer	8.3		2.5	13%	12%	50%	17%	8%
Mitsui Sumitomo Insurance Company Limited	General insurer	12.6		2.4	49%	16%	29%	4%	2%
QBE Insurance (Australia) Limited	General insurer	19.8		2.3	51%	6%	35%	4%	4%
Southern Cross Benefits Ltd	General insurer	21.7		2.7	24%	18%	53%	0%	6%
The Hollard Insurance Company Pty Ltd	General insurer	17.3		1.8	65%	0%	29%	6%	0%
Tokio Marine & Nichido Fire Insurance Co Ltd	General insurer		5	1.0	33%	0%	0%	0%	67%
Zurich Australian Insurance Limited	General insurer	1.7		3.0	19%	10%	62%	10%	0%

## Introduction

### What are the FOS Comparative Tables?

---

The FOS Comparative Tables present dispute statistics about financial services providers (FSPs) that are members of the Financial Ombudsman Service (FOS) Australia. The tables are produced annually as required under ASIC Regulatory Guide 139, which states that external dispute resolution schemes such as FOS must publish comparative data. The tables provide three types of information about each FSP:

1. 'Chance of Dispute' coming to FOS, or the raw 'Number of Disputes' received<sup>1</sup>
2. FOS Dispute Process Stage Reached (Average)
3. Outcomes of the Resolution Process.

### What are the benefits of publishing FOS Comparative Tables?

---

**Consumers** can find out how likely other consumers were to lodge a dispute with FOS about a particular product from a particular FSP. They can also access outcomes of disputes involving particular FSPs. The data might help consumers deciding which FSP to use.

**FSPs** can compare their dispute performance to that of other FOS members, which will help them to set targets for their businesses and direct their resources to the right areas. This may help to improve their complaints handling systems and broader customer service programs.

### How can I learn more about the tables?

---

This document provides information on the 2016-17 Comparative Tables and includes a full list of the tables, important product assumptions and footnotes. Additional information is available from the FOS website ([www.fos.org.au](http://www.fos.org.au)) including:

- Glossary – definitions of key terms used in the tables
- How to interpret the tables – an example of a table with explanatory notes
- Frequently Asked Questions – answers to some likely questions.

---

<sup>1</sup> Where an FSP provides a business size, the 'Chance of Dispute' metric is published. Where the business size is not provided, the raw 'Number of Disputes' is published.

# Disclaimers

## **Disclaimer for all tables**

---

FOS has taken every care to create a sound basis for presenting the data in the Comparative Tables. The preparation of the tables was based on business information provided by the relevant FSPs. FOS has not independently verified that information. 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, mainly because of differences in the structure of FSPs' business operations.

When considering these tables, you should not rely on the data as the sole basis for any financial decision-making. Consumers should seek advice before making financial decisions.

To the extent permitted by law, FOS accepts no liability for any losses arising out of improper use, or release, of this information.

## **Statistical note for all tables**

---

All percentages in the 'Outcomes of the Resolution Process' columns have been rounded to the nearest whole number. Due to this rounding, the sum of percentages for a particular FSP in a particular table might not be exactly 100%.

## Full Comparative Tables list

Dispute data is presented in one of 22 product categories. Products are aligned to one of the following segments:

- Banking & Finance (B&F)
- General Insurance (GI)
- Investments & Advice (I&A)

Each table captures only 'qualified members', where a 'qualified member' is one with a minimum of five disputes in a particular product category. Tables with at least five qualified members show a full set of information, while tables with less than five qualified members show only the 'outcomes' statistics. Tables are not published when there are no qualified members.

A summary of the 22 products is provided below. Further information and the footnotes for each table are provided on the following pages.

	<b><u>Table Name</u></b>	<b><u>Group</u></b>	<b><u>Status</u></b>
1	Business Finance	B&F	Published in full
2	Consumer Loans	B&F	Published in full
3	Credit Cards	B&F	Published in full
4	Credit Insurance	GI	Published in full
5	Deposit Taking/Payment Systems	B&F	Published in full
6	Derivatives/Hedging & Securities	I&A	Published in full
7	Extended Warranties	GI	Not published – no FSPs
8	Home Building Insurance	GI	Published in full
9	Home Contents Insurance	GI	Published in full
10	Housing Finance	B&F	Published in full
11	Life Insurance	I&A	Published in full
12	Managed Investments	I&A	Published in full
13	Margin Loans	B&F	Not published – no FSPs
14	Medical Indemnity	GI	Outcomes data only – one FSP
15	Motor Vehicle Insurance	GI	Published in full
16	Personal & Domestic Property Insurance	GI	Published in full
17	Professional Indemnity Insurance	I&A	Not published – no FSPs
18	Sickness and Accident Insurance	GI	Outcomes data only – four FSPs
19	Small Business/Farm Insurance	GI	Published in full
20	Superannuation	I&A	Published in full
21	Timeshare and Strata Title Schemes	I&A	Outcomes data only – one FSP
22	Travel Insurance	GI	Published in full



## 1. Business Finance table

---

We have not published any 'Chance of Dispute' or 'Number of Disputes' data in this table. The FOS Terms of Reference (and the *Corporations Act, 2001*) define a small business as:

- a) A business involved in goods manufacturing that has less than 100 employees; or
- b) All other non-manufacturing businesses that have less than 20 employees.

Lending to small businesses is recorded using a range of measures, including turnover of the business. As a result, not all lenders are able to report on the number of loans made to small businesses that fall within the FOS Terms of Reference definition. This makes comparison of providers of business finance problematic. For this reason, we only publish dispute outcome information in this table.

## 2. Consumer Loans table

---

Most FSPs who appear in this table are providers of consumer loans but there are some exceptions. The table may also include debt collectors or buyers, credit reporting agencies, financial advisors / planners and salary packaging administrators who may also have disputes lodged against them in relation to consumer loans.

Complaints about debt collectors or buyers and credit reporting agencies may include complaints that are found to be about the actions of the original credit provider. This possibility should be taken into account when comparing the data for members classified as debt collectors and buyers and credit reporting agencies.

### **3. Credit Cards table**

---

Most FSPs who appear in this table are providers of credit cards but there are some exceptions. The table also includes debt collectors or buyers and credit reporting agencies who may also have disputes lodged against them in relation to credit cards.

Complaints about debt collectors or buyers and credit reporting agencies may include complaints that are found to be about the actions of the original credit provider. This possibility should be taken into account when comparing the data for members classified as debt collectors and buyers and credit reporting agencies.

### **4. Credit Insurance table**

---

The Credit Insurance table includes policies that are applicable to a credit product and sold on the basis of supporting that product. The table does not include other insurance policies that might be used to support a credit product, for example 'temporary and permanent disability insurance'.

### **5. Deposit Taking/Payment Systems table**

---

Business transaction accounts are included in this product category. FOS members use different definitions for identifying 'small business' customers and this may affect their interpretation of the number of accounts they hold and therefore their 'Chance of Dispute' figure.

### **6. Derivatives/Hedging & Securities table**

---

This table includes FSPs that operate a number of different types of businesses, making calculation of business size for the purpose of comparison difficult. As a result, no 'Chance of Dispute' figures are provided, and we have published the raw 'Number of Disputes' for each FSP instead.

## 7. Extended Warranties table

---

No FSP met the threshold of having five or more disputes in 2016-17, so no table is published for Extended Warranties.

## 8. Home Building Insurance table

---

The business size data for the 'Home Building Insurance' table includes policies for home buildings insurance and residential strata titles insurance.

For FSPs who provide master insurance policies for residential strata units and apartments, the number of policies used to calculate 'Chance of Dispute' has been adjusted to reflect the number of units/apartments insured, not the number of policies.

## 9. Home Contents Insurance table

---

The business size data captures only the number of policies for home contents insurance. It does not capture insurance for other personal and domestic property, which is provided in a separate table.

## 10. Housing Finance table

---

Business size data includes the following products secured by residential property:

- home loans
- investment property loans
- construction loans
- equity release loans

Most FSPs who appear in this table are providers of housing finance, but the table also includes credit reporting agencies, who may also have disputes lodged against them in relation to credit reporting on housing finance products.

Complaints about credit reporting agencies may include complaints that are found to be about the actions of the original credit provider. This possibility should be taken into account when comparing the data for members classified as credit reporting agencies.

## 11. Life Insurance table

---

Companies in this table can sell and/or provide advice about life insurance policies. Policies are designed to cover individuals or groups of people. A group policy could cover several people. The business size of FSPs in this product group was measured according to:

- individual policies – the number of policies for individuals, and
- group policies – the number of people covered (not the number of policies).

Counting the number of people covered rather than the number of policies for group policies gives a more accurate representation of the number of people covered during the whole year. This is considered to be a better reflection of the number of people who could have brought a dispute to FOS during the year.

As well as life insurance issuers and underwriters, this table may include financial advisors/planners and banks that provide advice about life insurance but do not issue policies. Due to the challenges of accurately calculating the business size, no 'Chance of Dispute' data has been provided for financial advisors/planners or banks.

## 12. Managed Investments table

---

Managed investment disputes are lodged against FSPs from several categories, including:

- FSPs that only provide advice about managed investment products
- FSPs that only originate managed investment products
- FSPs that both originate and provide advice about managed investment products.

Because of the difficulty in comparing these different businesses, we have developed special business size categories for this product group. This table summarises the criteria for applying them to FSPs:

Small	FSP has less than 20 representatives, or less than \$100 million funds under management
Medium	FSP has 20 to 199 representatives, or \$100 million or more but less than \$1 billion funds under management
Large	FSP has 200 to 999 representatives, or \$1 billion or more but less than \$20 billion funds under management
Very large	FSP has 1,000 representatives or more, or \$20 billion or more funds under management

If a member has both advisors and funds under management, they will go into the larger category for which they qualify. For example, if a member had \$2 billion funds under management and 1,200 representatives they would be described as 'very large'.

### **13. Margin Loans table**

---

No FSP met the threshold of having five or more disputes in 2016-2017, so no table is published for Margin Loans.

### **14. Medical Indemnity table**

---

Only one FSP met the threshold of having five or more disputes in 2016-17. As a result, the table for Medical Indemnity insurance is published with only outcomes information, i.e. there are no 'Chance of Dispute' or 'Number of Disputes' metrics.

### **15. Motor Vehicle Insurance table**

---

Insurance companies sell motor vehicle insurance policies that cover individuals and businesses or groups of people – for example, for company fleets. This table includes disputes about domestic policies for individuals. Accordingly, the business size of FSPs in this product group was measured according to the number of domestic policies for individuals. Disputes about commercial motor vehicle policies are included in the 'Small business/Farm insurance' table.

### **16. Personal and Domestic Property Insurance table**

---

This table excludes disputes brought against Home Contents Insurance policies because these items are captured in the Home Contents Insurance table.

Pet Insurance has been captured under the product category of Personal & Domestic Property Insurance. Personal & Domestic Property Insurance also captures several sub-product insured items including:

- caravan
- mobile phone
- horse
- moveable
- pets
- pleasure craft
- trailer
- valuables

This type of product variation should be taken into account when comparing the performance of FSPs.

## 17. Professional Indemnity Insurance table

---

No FSP met the threshold of having five or more disputes in 2016-17, so no table is published for Professional Indemnity Insurance.

## 18. Sickness and Accident Insurance table

---

Only four FSPs met the threshold of having five or more disputes in 2016-17. As a result, the table for Sickness and Accident Insurance is published with only outcomes information, i.e. there are no 'Chance of Dispute' or 'Number of Disputes' metrics.

Insurance companies sell sickness and accident insurance policies that cover individuals and other policies covering groups of people, for example, sports clubs. A group policy could cover several people. The business size of FSPs in this product group was measured according to:

- individual policies – the number of policies for individuals, and
- group policies – the number of people covered (not the number of policies).

Counting the number of people covered rather than the number of policies for group policies gives a more accurate representation of the number of people covered during the whole year. This is considered to be a better reflection of the number of people who could have brought a dispute to FOS during the year.

## 19. Small Business/Farm Insurance table

---

We have not published any 'chance of a dispute coming to FOS' or 'number of disputes' data in this table. 'Small business' is defined in FOS's Terms of Reference (and the *Corporations Act*) as a business that:

- a) if the business is or includes the manufacture of goods: has less than 100 employees; or
- b) otherwise: has less than 20 employees.

While insurers record details of the type of insurance policies they have issued and can extract and report on this data, they do not record details about the class of customer to whom the policy has been issued. As a result, insurers were unable to report on the number of small business insurance policies and farm insurance policies that had been sold to businesses that come within the definition of 'small business' in our Terms of Reference. This makes comparison of providers of small business/farm insurance problematic. For this reason, we only publish dispute outcome information in this table.

## 20. Superannuation table

---

This table may include:

1. FSPs that only provide advice about superannuation
2. FSPs that only provide superannuation products
3. FSPs that provide both advice and products.

Because of the difficulty of comparing these different businesses, we have developed special business size categories for this product group. This table summarises the categories and the criteria for applying them to FSPs:

Small	FSP has less than 20 representatives, or less than \$100 million funds under management
Medium	FSP has 20 to 199 representatives, or \$100 million or more but less than \$1 billion funds under management
Large	FSP has 200 to 999 representatives, or \$1 billion or more but less than \$20 billion funds under management
Very large	FSP has 1,000 reps, or \$20 billion or more funds under management

If a member has both representatives and funds under management, they will go into the larger category for which they qualify. For example, if a member had \$2 billion funds under management and 1,200 representatives, they would be described as 'very large'.

## 21. Timeshare and Strata Title Schemes table

---

Only one FSP met the threshold of having five or more disputes in 2016-17. As a result, the table for Timeshare and Strata Title Schemes is published with only outcomes information, i.e. there are no 'Chance of Dispute' or 'Number of Disputes' metrics.

## 22. Travel Insurance table

---

Insurance companies sell travel insurance policies that cover individuals and other policies that cover groups of people. A group policy could cover several people, e.g. a policy sold to a bank that issues credit cards. The business size of FSPs in this product group was measured according to:

- individual policies – the number of policies issued to individuals between 1 July and 30 June, and
- group policies – the number of people covered (not the number of policies) under policies issued between 1 July and 30 June.

Counting the number of people covered rather than the number of policies for group policies gives a more accurate representation of the number of people covered during the whole year. This is considered to be a better reflection of the number of people who could have brought a dispute to FOS during the year.