



# **LPPI Report**

**1 January 2010  
to  
31 December 2011**

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# LPPI Report

From: 01-January-2010

To: 31-December-2011

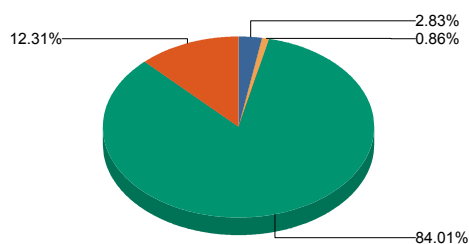
## 1. Summary Activity

|                                 | Total Disputes | LPPI - Expedited | LPPI - Non Expedited |
|---------------------------------|----------------|------------------|----------------------|
| Disputes Received               | 3,039          | 1,788            | 1,251                |
| Disputes Closed                 | 2,405          | 1,503            | 902                  |
| Disputes Open as at 31-Dec-2011 | 634            | 285              | 349                  |

### 1.1 LPPI Disputes Received by Applicant Type

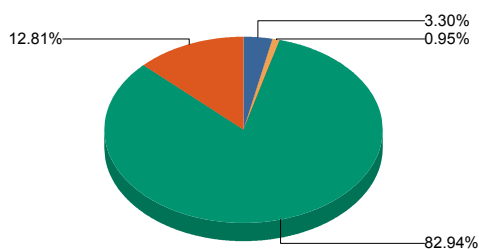
| Person Type             | Total Disputes | LPPI - Expedited | LPPI - Non Expedited |
|-------------------------|----------------|------------------|----------------------|
| Business Incorporated   | 86             | 59               | 27                   |
| Business Unincorporated | 26             | 17               | 9                    |
| Individual              | 2,553          | 1,483            | 1,070                |
| Unclassified            | 374            | 229              | 145                  |
| <b>Total Disputes</b>   | <b>3,039</b>   | <b>1,788</b>     | <b>1,251</b>         |

Total LPPI Disputes



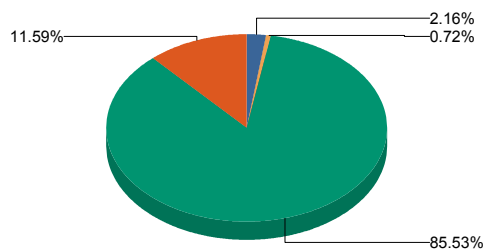
■ Business Incorporated
 ■ Business Unincorporated
 ■ Individual
 ■ Unclassified

LPPI - Expedited



■ Business Incorporated
 ■ Business Unincorporated
 ■ Individual
 ■ Unclassified

LPPI - Non Expedited



■ Business Incorporated
 ■ Business Unincorporated
 ■ Individual
 ■ Unclassified

# LPPI Report

From: 01-January-2010

To: 31-December-2011

## 1.2 LPPI disputes received by Product Line\* - Expedited and Non-Expedited

| Product Line          | Total Disputes | %      | LPPI - Expedited | LPPI - Non Expedited |
|-----------------------|----------------|--------|------------------|----------------------|
| Credit                | 3,432          | 96.87% | 1,955            | 1,477                |
| Deposit Taking        | 6              | 0.17%  | 6                | -                    |
| General Insurance     | 57             | 1.61%  | 55               | 2                    |
| Investments           | 25             | 0.71%  | 22               | 3                    |
| Life Insurance        | 2              | 0.06%  | 1                | 1                    |
| Non ToR               | 11             | 0.31%  | 11               | -                    |
| Payment Systems       | 10             | 0.28%  | 9                | 1                    |
| <b>Total Disputes</b> | <b>3,543</b>   |        | <b>2,059</b>     | <b>1,484</b>         |

## 1.3 LPPI Disputes by Issue Type\*

| Product Line              | Total Disputes | %      | LPPI - Expedited | LPPI - Non Expedited |
|---------------------------|----------------|--------|------------------|----------------------|
| Advice                    | 23             | 0.65%  | 11               | 12                   |
| Charges                   | 65             | 1.83%  | 40               | 25                   |
| Disclosure                | 22             | 0.62%  | 14               | 8                    |
| Financial Difficulty      | 3,018          | 85.18% | 1,740            | 1,278                |
| FSP Decision              | 256            | 7.23%  | 150              | 106                  |
| Instructions              | 52             | 1.47%  | 35               | 17                   |
| Non ToR                   | 17             | 0.48%  | 17               | -                    |
| Privacy & Confidentiality | 32             | 0.90%  | 11               | 21                   |
| Service                   | 38             | 1.07%  | 27               | 11                   |
| Transactions              | 20             | 0.56%  | 14               | 6                    |
| <b>Total Disputes*</b>    | <b>3,543</b>   |        | <b>2,059</b>     | <b>1,484</b>         |

\*The number of disputes about a product line, product category or product may be higher than the number of disputes identified in the summary of dispute activity (Table 1). This difference can occur because one dispute can involve multiple claims in relation to multiple product lines.

# LPPI Report

From: 01-January-2010

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## 2. LPPI Disputes Closed by product Line\* - Expedited and Non Expedited

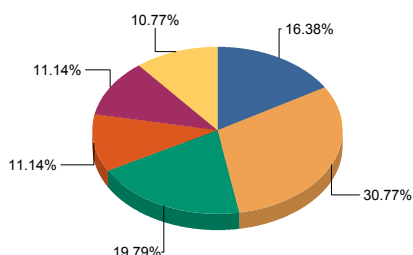
| Product Line          | Total Disputes | %      | LPPI - Expedited | LPPI - Non Expedited |
|-----------------------|----------------|--------|------------------|----------------------|
| Credit                | 2,716          | 96.83% | 1,648            | 1,068                |
| Deposit Taking        | 6              | 0.21%  | 6                | -                    |
| General Insurance     | 48             | 1.71%  | 47               | 1                    |
| Investments           | 15             | 0.53%  | 13               | 2                    |
| Non ToR               | 10             | 0.36%  | 10               | -                    |
| Payment Systems       | 10             | 0.36%  | 9                | 1                    |
| <b>Total Disputes</b> | <b>2,805</b>   |        | <b>1,733</b>     | <b>1,072</b>         |

\*The number of disputes about a product line, product category or product may be higher than the number of disputes identified in the summary of dispute activity (Table 1). This difference can occur because one dispute can involve multiple claims in relation to multiple product lines.

### 2.1 LPPI Disputes Closed & Number of days at FOS

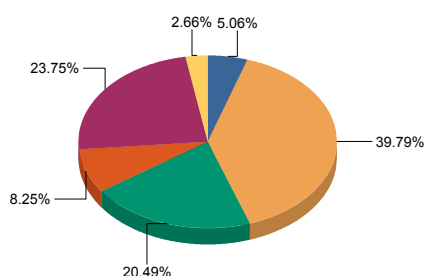
| No. of Days           | Total Disputes | %      | LPPI - Expedited | LPPI - Non Expedited |
|-----------------------|----------------|--------|------------------|----------------------|
| Less Than 30          | 394            | 16.38% | 357              | 37                   |
| 31 - 60               | 740            | 30.77% | 598              | 142                  |
| 61- 90                | 476            | 19.79% | 308              | 168                  |
| 91 - 120              | 268            | 11.14% | 124              | 144                  |
| 121 - 180             | 268            | 11.14% | 76               | 192                  |
| More Than 180         | 259            | 10.77% | 40               | 219                  |
| <b>Total Disputes</b> | <b>2,405</b>   |        | <b>1,503</b>     | <b>902</b>           |

Total LPPI Disputes



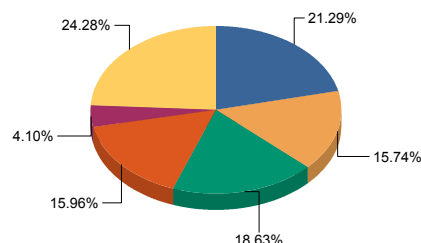
■ Less Than 30    ■ 31 - 60    ■ 61- 90  
■ 91 - 120    ■ 121 - 180    ■ More Than 180

LPPI - Expedited



■ 121 - 180    ■ 31 - 60    ■ 61- 90    ■ 91 - 120  
■ Less Than 30    ■ More Than 180

LPPI - Non Expedited



■ 121 - 180    ■ 31 - 60    ■ 61- 90    ■ 91 - 120  
■ Less Than 30    ■ More Than 180

# LPPI Report

From: 01-January-2010

To: 31-December-2011

## 2.2 LPPI Disputes Closed by Outcome

| LPPI - Expedited                | Disputes Closed at Status |            |               |            |   |                |           |                     | Disputes closed by No. of days |              |            |            |            |           |               |
|---------------------------------|---------------------------|------------|---------------|------------|---|----------------|-----------|---------------------|--------------------------------|--------------|------------|------------|------------|-----------|---------------|
|                                 | Total                     | Acceptance | Before Review | Review     | Negotiation/Conciliation/<br>Assessment | Recommendation | Ombudsman | Panel Determination | Total                          | Less Than 30 | 31 - 60    | 61- 90     | 91 - 120   | 121 - 180 | More Than 180 |
| <b>Outcomes</b>                 |                           |            |               |            |   |                |           |                     |                                |              |            |            |            |           |               |
| Assessment                      | 3                         | -          | -             | -          | 2                                       | 1              | -         | -                   | 3                              | -            | -          | -          | -          | 1         | 2             |
| Conciliation                    | 106                       | -          | -             | -          | 105                                     | 1              | -         | -                   | 106                            | -            | 6          | 34         | 35         | 24        | 7             |
| Decision in Favour of Applicant | 3                         | -          | -             | -          | -                                       | 1              | 2         | -                   | 3                              | -            | -          | -          | -          | -         | 3             |
| Decision in Favour of FSP       | 7                         | -          | -             | -          | -                                       | 3              | 4         | -                   | 7                              | -            | -          | -          | -          | -         | 7             |
| Discontinued                    | 86                        | 30         | 8             | 25         | 20                                      | 3              | -         | -                   | 86                             | 21           | 24         | 21         | 10         | 8         | 2             |
| FSP Offer/Action Confirmed      | 2                         | -          | -             | -          | -                                       | 1              | 1         | -                   | 2                              | -            | -          | -          | -          | 2         | -             |
| Negotiation                     | 57                        | -          | -             | 4          | 41                                      | 12             | -         | -                   | 57                             | 2            | 8          | 20         | 11         | 7         | 9             |
| Outside Terms of Reference      | 748                       | 459        | 116           | 163        | 8                                       | 1              | 1         | -                   | 748                            | 141          | 370        | 167        | 41         | 22        | 7             |
| Resolved by FSP                 | 491                       | 47         | 170           | 232        | 42                                      | -              | -         | -                   | 491                            | 193          | 190        | 66         | 27         | 12        | 3             |
| <b>Total</b>                    | <b>1,503</b>              | <b>536</b> | <b>294</b>    | <b>424</b> | <b>218</b>                              | <b>23</b>      | <b>8</b>  | <b>-</b>            | <b>1,503</b>                   | <b>357</b>   | <b>598</b> | <b>308</b> | <b>124</b> | <b>76</b> | <b>40</b>     |

| LPPI - Non Expedited            | Disputes Closed at Status |            |               |            |   |                |           |                     | Disputes closed by No. of days |              |            |            |            |            |               |
|---------------------------------|---------------------------|------------|---------------|------------|---|----------------|-----------|---------------------|--------------------------------|--------------|------------|------------|------------|------------|---------------|
|                                 | Total                     | Acceptance | Before Review | Review     | Negotiation/Conciliation/<br>Assessment | Recommendation | Ombudsman | Panel Determination | Total                          | Less Than 30 | 31 - 60    | 61- 90     | 91 - 120   | 121 - 180  | More Than 180 |
| <b>Outcomes</b>                 |                           |            |               |            |   |                |           |                     |                                |              |            |            |            |            |               |
| Assessment                      | 3                         | -          | -             | -          | 2                                       | 1              | -         | -                   | 3                              | -            | -          | -          | -          | 2          | 1             |
| Conciliation                    | 105                       | -          | -             | -          | 96                                      | 9              | -         | -                   | 105                            | -            | -          | 1          | 2          | 21         | 81            |
| Decision in Favour of Applicant | 2                         | -          | -             | -          | -                                       | -              | 2         | -                   | 2                              | -            | -          | -          | -          | -          | 2             |
| Decision in Favour of FSP       | 3                         | -          | -             | -          | -                                       | -              | 3         | -                   | 3                              | -            | -          | -          | -          | 1          | 2             |
| Discontinued                    | 60                        | 1          | 2             | 10         | 47                                      | -              | -         | -                   | 60                             | 1            | 3          | 9          | 6          | 13         | 28            |
| FSP Offer/Action Confirmed      | 2                         | -          | -             | -          | -                                       | 2              | -         | -                   | 2                              | -            | -          | -          | -          | 1          | 1             |
| Negotiation                     | 74                        | -          | -             | 3          | 64                                      | 7              | -         | -                   | 74                             | -            | -          | 3          | 14         | 20         | 37            |
| Outside Terms of Reference      | 99                        | 5          | 4             | 40         | 49                                      | 1              | -         | -                   | 99                             | 3            | 5          | 20         | 25         | 30         | 16            |
| Resolved by FSP                 | 554                       | 2          | 11            | 190        | 351                                     | -              | -         | -                   | 554                            | 33           | 134        | 135        | 97         | 104        | 51            |
| <b>Total</b>                    | <b>902</b>                | <b>8</b>   | <b>17</b>     | <b>243</b> | <b>609</b>                              | <b>20</b>      | <b>5</b>  | <b>-</b>            | <b>902</b>                     | <b>37</b>    | <b>142</b> | <b>168</b> | <b>144</b> | <b>192</b> | <b>219</b>    |

# LPPI Report

From: 01-January-2010

To: 31-December-2011

## 2.3 LPPI Disputes Closed as Outside Terms of Reference

| LPPI - Expedited                                     | Disputes Closed at Status |            |               |            |   |                |           |                     | Disputes closed by No. of days |              |            |            |           |           |               |
|--|---------------------------|------------|---------------|------------|---|----------------|-----------|---------------------|--------------------------------|--------------|------------|------------|-----------|-----------|---------------|
|  | Total                     | Acceptance | Before Review | Review     | Negotiation/Conciliation/<br>Assessment | Recommendation | Ombudsman | Panel Determination | Total                          | Less Than 30 | 31 - 60    | 61 - 90    | 91 - 120  | 121 - 180 | More Than 180 |
| 4.1 Applicant not Eligible                           | 12                        | 7          | -             | 5          | -                                       | -              | -         | -                   | 12                             | 2            | 6          | 1          | 1         | 1         | 1             |
| 4.2(a) Dispute not Under Australian Law              | 2                         | 2          | -             | -          | -                                       | -              | -         | -                   | 2                              | 1            | -          | -          | 1         | -         | -             |
| 4.2(b) Type of Dispute Outside ToR                   | 25                        | 21         | -             | 4          | -                                       | -              | -         | -                   | 25                             | 1            | 20         | 4          | -         | -         | -             |
| 4.2(c) Not a Current FOS Member                      | 37                        | 24         | 9             | 4          | -                                       | -              | -         | -                   | 37                             | 23           | 6          | 4          | 3         | 1         | -             |
| 4.3 Excluded GI Policy                               | 7                         | 7          | -             | -          | -                                       | -              | -         | -                   | 7                              | -            | 5          | 1          | -         | 1         | -             |
| 5.1(h) Trustee Decision                              | 1                         | 1          | -             | -          | -                                       | -              | -         | -                   | 1                              | -            | 1          | -          | -         | -         | -             |
| 5.1(i) Management of Fund as Whole                   | 1                         | 1          | -             | -          | -                                       | -              | -         | -                   | 1                              | -            | 1          | -          | -         | -         | -             |
| 5.1(k) Dispute Previously Dealt With by FOS          | 16                        | 11         | 4             | 1          | -                                       | -              | -         | -                   | 16                             | 2            | 9          | 5          | -         | -         | -             |
| 5.1(l) Dealt With by Court/Tribunal/Scheme           | 469                       | 265        | 73            | 129        | 2                                       | -              | -         | -                   | 469                            | 6            | 291        | 129        | 26        | 15        | 2             |
| 5.1(m) Legal Proceedings Previously Commenced before | 2                         | 2          | -             | -          | -                                       | -              | -         | -                   | 2                              | -            | -          | 1          | 1         | -         | -             |
| 5.1(n) Lodged With Other EDR Scheme                  | 1                         | -          | 1             | -          | -                                       | -              | -         | -                   | 1                              | -            | 1          | -          | -         | -         | -             |
| 5.1(o) Claim Exceeds 500K                            | 13                        | 5          | 1             | 3          | 3                                       | -              | 1         | -                   | 13                             | -            | 3          | 4          | 3         | 1         | 2             |
| 5.2 General Discretion                               | 8                         | 6          | -             | 1          | 1                                       | -              | -         | -                   | 8                              | -            | 3          | 3          | 1         | 1         | -             |
| 5.2(a) More Appropriate Place                        | 150                       | 104        | 28            | 15         | 2                                       | 1              | -         | -                   | 150                            | 106          | 22         | 14         | 4         | 2         | 2             |
| 5.2(c) FSP Practice/Policy                           | 1                         | 1          | -             | -          | -                                       | -              | -         | -                   | 1                              | -            | -          | 1          | -         | -         | -             |
| 5.2(d) Frivolous/Vexatious/Lacking                   | 1                         | -          | -             | 1          | -                                       | -              | -         | -                   | 1                              | -            | -          | -          | 1         | -         | -             |
| 5.2(e) Legal Proceedings Commenced                   | 1                         | 1          | -             | -          | -                                       | -              | -         | -                   | 1                              | -            | 1          | -          | -         | -         | -             |
| 6.2(a) Outside 6 Year Time Limit                     | 1                         | 1          | -             | -          | -                                       | -              | -         | -                   | 1                              | -            | 1          | -          | -         | -         | -             |
| <b>Total</b>   | <b>748</b>                | <b>459</b> | <b>116</b>    | <b>163</b> | <b>8</b>                                | <b>1</b>       | <b>1</b>  | <b>-</b>            | <b>748</b>                     | <b>141</b>   | <b>370</b> | <b>167</b> | <b>41</b> | <b>22</b> | <b>7</b>      |

# LPPI Report

From: 01-January-2010

To: 31-December-2011

## LPPI - Non Expedited

| Outcomes                                    | Disputes Closed at Status |            |               |           |   |                |           |                     | Disputes closed by No. of days |              |          |           |           |           |               |
|---|---------------------------|------------|---------------|-----------|---|----------------|-----------|---------------------|--------------------------------|--------------|----------|-----------|-----------|-----------|---------------|
|   | Total                     | Acceptance | Before Review | Review    | Negotiation/Conciliation/<br>Assessment | Recommendation | Ombudsman | Panel Determination | Total                          | Less Than 30 | 31 - 60  | 61 - 90   | 91 - 120  | 121 - 180 | More Than 180 |
| 4.1 Applicant not Eligible                  | 6                         | -          | -             | 1         | 5                                       | -              | -         | -                   | 6                              | -            | -        | -         | 1         | 4         | 1             |
| 4.2(b) Type of Dispute Outside ToR          | 3                         | -          | -             | -         | 3                                       | -              | -         | -                   | 3                              | -            | 1        | -         | 1         | 1         | -             |
| 4.2(c) Not a Current FOS Member             | 5                         | 2          | 1             | 1         | 1                                       | -              | -         | -                   | 5                              | 2            | -        | 1         | -         | 2         | -             |
| 5.1(k) Dispute Previously Dealt With by FOS | 1                         | 1          | -             | -         | -                                       | -              | -         | -                   | 1                              | -            | 1        | -         | -         | -         | -             |
| 5.1(l) Dealt With by Court/Tribunal/Scheme  | 55                        | -          | 1             | 27        | 27                                      | -              | -         | -                   | 55                             | -            | 1        | 16        | 16        | 14        | 8             |
| 5.1(n) Lodged With Other EDR Scheme         | 1                         | -          | -             | 1         | -                                       | -              | -         | -                   | 1                              | -            | -        | -         | 1         | -         | -             |
| 5.1(o) Claim Exceeds 500K                   | 11                        | -          | -             | 1         | 10                                      | -              | -         | -                   | 11                             | -            | -        | 1         | 1         | 7         | 2             |
| 5.2 General Discretion                      | 2                         | -          | -             | 1         | 1                                       | -              | -         | -                   | 2                              | -            | -        | -         | 2         | -         | -             |
| 5.2(a) More Appropriate Place               | 7                         | -          | 2             | 4         | 1                                       | -              | -         | -                   | 7                              | 1            | 1        | 2         | 2         | -         | 1             |
| 5.2(c) FSP Practice/Policy                  | 2                         | 1          | -             | -         | 1                                       | -              | -         | -                   | 2                              | -            | 1        | -         | -         | -         | 1             |
| 5.2(d) Frivolous/Vexatious/Lacking          | 2                         | -          | -             | 2         | -                                       | -              | -         | -                   | 2                              | -            | -        | -         | 1         | 1         | -             |
| 5.2(e) Legal Proceedings Commenced          | 1                         | -          | -             | 1         | -                                       | -              | -         | -                   | 1                              | -            | -        | -         | -         | -         | 1             |
| 6.2(a) Outside 6 Year Time Limit            | 3                         | 1          | -             | 1         | -                                       | 1              | -         | -                   | 3                              | -            | -        | -         | -         | 1         | 2             |
| <b>Total</b>                                | <b>99</b>                 | <b>5</b>   | <b>4</b>      | <b>40</b> | <b>49</b>                               | <b>1</b>       | <b>-</b>  | <b>-</b>            | <b>99</b>                      | <b>3</b>     | <b>5</b> | <b>20</b> | <b>25</b> | <b>30</b> | <b>16</b>     |



# LPPI Report

From: 01-January-2010

To: 31-December-2011

## 3. LPPI Disputes open as at 31-December-2011

### LPPI - Expedited

| Status                              | No. of Days Disputes open |           |           |           |           |               | Total      |
|-------------------------------------|---------------------------|-----------|-----------|-----------|-----------|---------------|------------|
|                                     | Less Than 30              | 31 - 60   | 61 - 90   | 91 - 120  | 121 - 180 | More Than 180 |            |
| Acceptance                          | 55                        | 39        | 6         | 1         | 3         | -             | 104        |
| With FSP for Response               | 52                        | 16        | 2         | -         | 1         | -             | 71         |
| Review                              | 12                        | 20        | 12        | 2         | 2         | -             | 48         |
| Negotiation/Conciliation/Assessment | 1                         | 13        | 18        | 10        | 4         | 2             | 48         |
| Recommendation                      | -                         | -         | -         | 1         | 2         | 8             | 11         |
| Ombudsman Determination             | -                         | -         | -         | -         | -         | 2             | 2          |
| Panel Determination                 | -                         | -         | -         | -         | -         | 1             | 1          |
| <b>Total</b>                        | <b>120</b>                | <b>88</b> | <b>38</b> | <b>14</b> | <b>12</b> | <b>13</b>     | <b>285</b> |

### LPPI - Non Expedited

| Status                              | No. of Days Disputes open |           |           |           |           |               | Total      |
|-------------------------------------|---------------------------|-----------|-----------|-----------|-----------|---------------|------------|
|                                     | Less Than 30              | 31 - 60   | 61 - 90   | 91 - 120  | 121 - 180 | More Than 180 |            |
| Acceptance                          | 4                         | 2         | -         | -         | -         | -             | 6          |
| With FSP for Response               | 13                        | 2         | 1         | -         | -         | -             | 16         |
| Review                              | 6                         | 13        | 7         | 6         | 3         | 1             | 36         |
| Negotiation/Conciliation/Assessment | 14                        | 58        | 46        | 49        | 53        | 52            | 272        |
| Recommendation                      | -                         | -         | -         | -         | 1         | 16            | 17         |
| Ombudsman Determination             | -                         | -         | -         | -         | 1         | 1             | 2          |
| <b>Total</b>                        | <b>37</b>                 | <b>75</b> | <b>54</b> | <b>55</b> | <b>58</b> | <b>70</b>     | <b>349</b> |