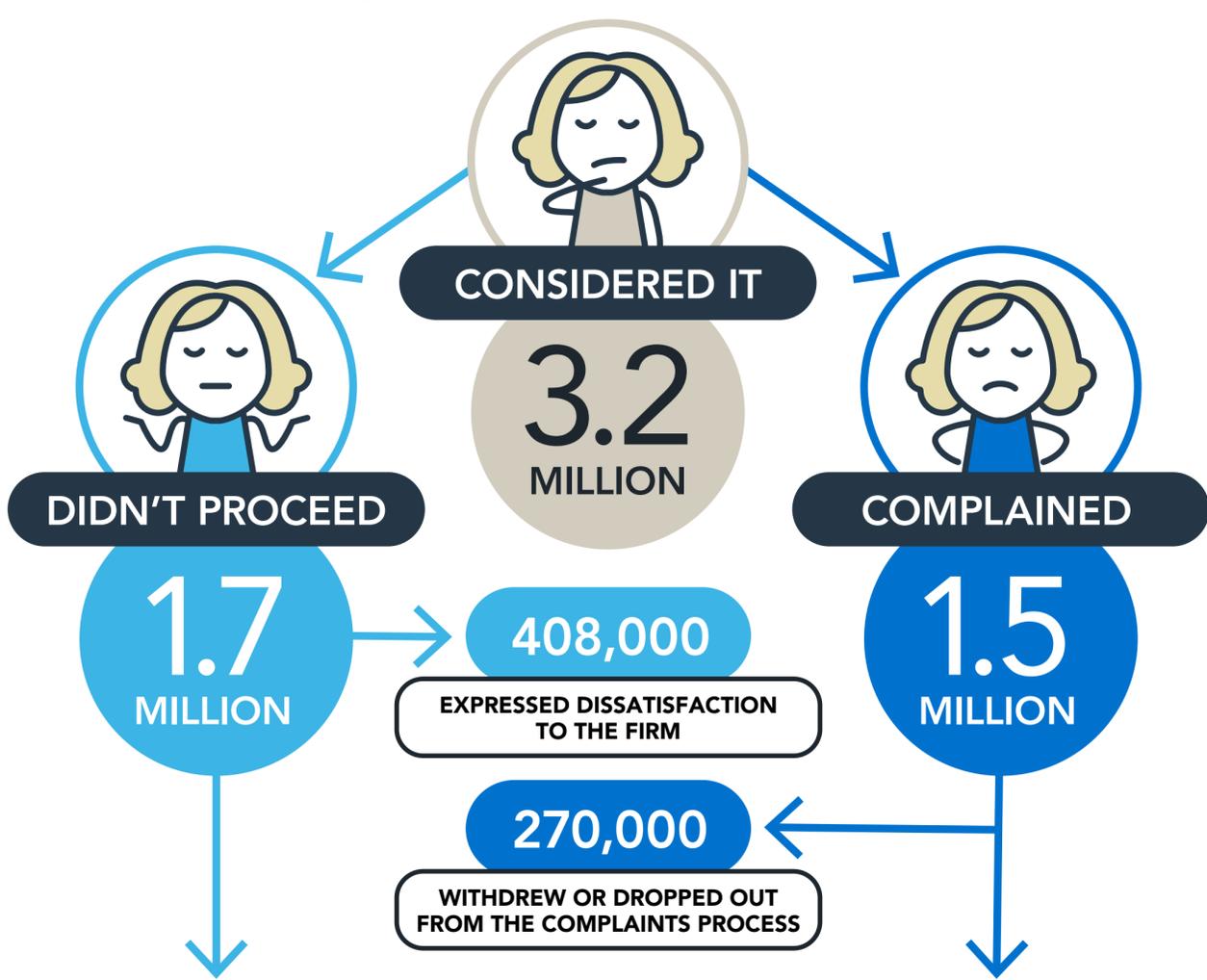




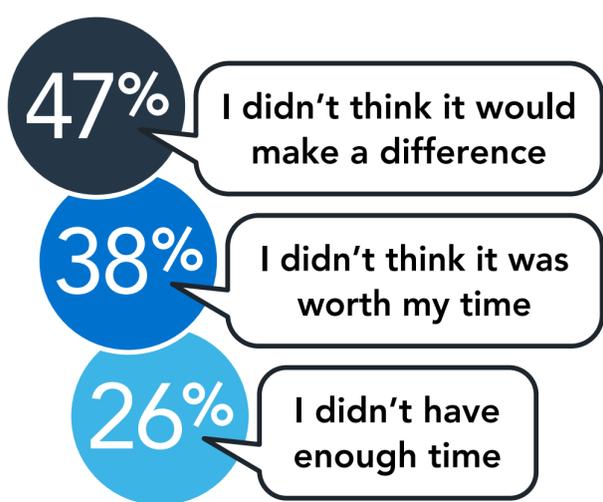
FINANCIAL SERVICES COMPLAINTS: THE CONSUMER EXPERIENCE

What happens when something goes wrong with financial services

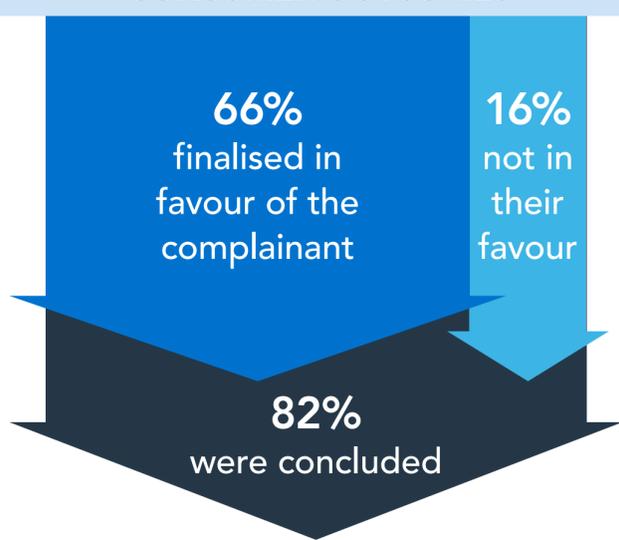
In the last 12 months, 3.2 million Australian adults considered making a complaint about a financial services firm.¹



CONSUMER PERCEPTIONS



CONSUMER OUTCOMES



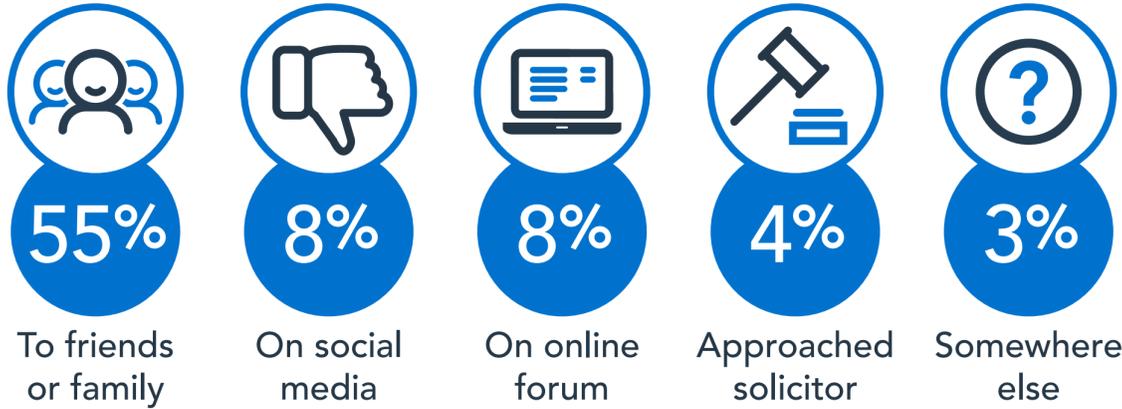
KEY OBSTACLES CONSUMERS FACED IN THE COMPLAINTS PROCESS



CONSUMERS WHO DIDN'T PROCEED EXPRESSED DISSATISFACTION TO THE FIRM



TO OTHERS



1. 'Financial services firms' refers to all sectors including banking, credit, general insurance, life insurance, financial advice and superannuation.

