

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS (FIFTH HEARINGS)

NAB

NAB01QON:

Broad Topic	Question (Extract from hearing transcript)	Proof Hansard Page Number
Complaints cases	<p>[AFCA complaints]</p> <p>Mr CRAIG KELLY: Of those that you've resolved, what is the ratio of those that have been resolved through mediation and those that have been resolved through a decision of the authority?</p> <p>Mr Lennon: I don't have that split on what method was used to resolve them. I would guess that both would have been involved.</p> <p>Mr CRAIG KELLY: Is that something that you record?</p> <p>Mr Lennon: We probably could get that data.</p> <p>Mr CRAIG KELLY: Maybe you could take that on notice.</p> <p>Mr Chronican: We can take that on notice and bring it back.</p> <p>Mr CRAIG KELLY: Do you know the average value of the new claims?</p> <p>Mr Lennon: No, I don't know that. We can take both those questions on notice.</p>	Hansard p. 47

Answer:

Committee question: Of those that you've resolved, what is the ratio of those that have been resolved through mediation and those that have been resolved through a decision of the authority?

Closure Status	Closures	Percentage
Early stage resolution direct with customer	754	72.85%
Negotiation/Agreement at AFCA case management stage	205	19.81%
Decision by AFCA	76	7.34%

Please note that 10 closed complaints have since been re-opened, which explains the difference in total closures above (1,035) and those advised to the Committee (1,045).

Committee question: Do you know the average value of the new claims?

The median claim value was \$2,100 (Min Value - \$3; Max value - \$7 million).