

**HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS**

**REVIEW OF THE FOUR MAJOR BANKS AND OTHER FINANCIAL INSTITUTIONS**

**Bank of Queensland**

**BAQ15QON:**       **Mr CRAIG KELLY:** How many cases do you currently have with the Australian Financial Complaints Authority?

**Mr Frazis:** We currently have 65 cases with AFCA.

**Mr CRAIG KELLY:** Do you know the estimate average value of those cases?

**Mr Frazis:** I will have to take that on notice ...

**Answer:**           As at 10 December, BOQ had 70 complaints with AFCA. In relation to these cases, the amount claimed by each customer varies, ranging from a low of \$50 to a high of \$2,000,000. In the majority of cases, the amount sought is relatively small, and in only 20% of cases has the customer lodged a claim for more than \$10,000.