



# **Consumer Data Right**

## Treasury Laws Amendment (Consumer Data Right) Bill 2022

Submission from Finder  
March 2023

## About us: Finder and our involvement in the CDR

### An introduction to Finder

[Finder.com.au](https://finder.com.au) (“Finder”, “we”) is Australia’s most visited comparison platform, with 2 million visitors every month. For more than 15 years, Finder has educated and empowered Australians to make better financial decisions. Our editorial content, guides, calculators and comparison tables enable consumers to make informed decisions and choices across a wide range of products and financial services.

### Our involvement in the CDR

Finder has been actively involved in the creation and evolution of the Consumer Data Right (CDR) since its inception, with our first formal submission to the initial Scott Farrell review in 2018. We have participated in the vast majority of CDR consultations since, attended many workshops on the topic and have had a representative on all iterations of the Data Standards Advisory Committee. Finder also became the first comparison platform to be accredited as a data recipient in May 2021. We believe the essence of the CDR, in making critical data available for consumers to make informed decisions, directly aligns with our mission and helps to boost competition. Whenever we are providing feedback into CDR processes, we always seek to ensure we represent consumers and their needs.

### About this submission

Finder is very supportive of launching action initiation capabilities through the CDR framework and we welcome this crucial legislative step towards making that a reality. In this submission, we reiterate our broad position on the value that action initiation within CDR offers, before providing a number of specific recommendations in relation to the exposure draft documents provided.

## Overview: Finder's views on action initiation through the CDR

Finder has **strongly supported** the introduction of “action initiation” to the CDR since we first outlined this recommendation in 2019. We strongly believe that the CDR can offer more value to both consumers and industry participants by allowing consumers to do more than just access data through the regime.

Broadly speaking, the existing data-sharing form of the CDR gives consumers powerful insights about the way they use products, but it is action initiation CDR that gives consumers the power to act on these insights quickly. Without action initiation, a consumer still has to go through the same onerous process to change providers or make/cancel a payment.

We made the case for action initiation CDR most strongly in [our submission to the Inquiry into the Future Directions of the Consumer Data Right](#) led by Scott Farrell and some of our comments were quoted in the final report. The language we use to describe action initiation has changed a little since but otherwise this is a statement we strongly stand behind today.

*“A read-only version of the CDR gives consumers powerful insights about the way they spend money, but it is a write-access enabled version of the CDR that gives consumers the power to act on these insights quickly. Without write-access, a consumer would still have to go through the same slow process to change providers or make/cancel a payment. Write-access to the CDR could act as an antidote to the inertia we can see in our research.”*

**Finder quote from Inquiry into the Future Directions of the Consumer Data Right**

We see the two highest value CDR “action types” in the short term being payment initiation and account switching. Payment initiation through the CDR will help to reduce transaction costs for consumers and businesses. It will also ensure that the existing CDR/payment infrastructure already present in the banking sector is better utilised. Account switching through the CDR will mean that consumers can efficiently move between providers when they realise they could be getting a better deal. It should also reduce onboarding costs for the providers involved.

As a result, we believe that action-initiation CDR will be the catalyst to make CDR highly valuable for Australian consumers. Beyond the specific points of feedback for this consultation shared in the section below, our broadest recommendation is that rollout of action-initiation CDR is treated as an absolute priority by the Minister and the relevant teams in the Treasury and the Data Standards Body.

## Benefit of action-initiation CDR: Savings for consumers

The tables below are a summary of the analysis we undertook for [our submission to the CDR Strategic Assessment](#) in September 2021. It estimates the potential consumer benefit of an individual switching provider in a given sector and extrapolates this figure based on the number of inactive consumers in that sector nationally. This showed that action-initiation enabled switching in the sectors where CDR is designated could **save consumers more than \$1,000 a year**.

### Consumer benefit of switching: Sectors where CDR has been designated

Product / service	Proportion of Australians using product/ service	Proportion of Australians switching in last 6 months	Current availability of price comparison	Estimated annual consumer benefit of switching (per user)	Estimated annual consumer benefit of switching (national)
Home loan	31%	15%	Medium	\$537	\$1.4bn
Savings accounts	86%	13%	High	\$89	\$0.6bn
Electricity	90%	13%	High	\$138	\$0.5bn
Mobile phone plan	82%	17%	High	\$61	\$0.4bn
Broadband	79%	12%	High	\$92	\$0.3bn
Credit card	63%	14%	High	\$50	\$0.3bn
Personal loan	14%	20%	Medium	\$77	\$0.1bn
Car loan	15%	21%	Medium	\$48	\$0.1bn
<b>TOTAL</b>				<b>\$1,092</b>	<b>\$3.7bn</b>

### Consumer benefit of switching: Sectors where CDR could be designated

Product / service	Proportion of Australians using product/ service	Proportion of Australians switching in last 6 months	Current availability of price comparison	Estimated annual consumer benefit of switching (per user)	Estimated annual consumer benefit of switching (national)
Superannuation	70%	9%	Medium	\$721	\$4.5bn
Health insurance	57%	15%	High	\$199	\$0.9bn
Car insurance	76%	15%	Low	\$98	\$0.6bn
Home insurance	60%	10%	Low	\$164	\$0.4bn
<b>TOTAL</b>				<b>\$1,182</b>	<b>\$6.4bn</b>

<sup>1</sup> Source: [Finder submission to CDR Strategic Assessment](#), September 2021

## Recommendations: Response to Treasury Laws Amendment (Consumer Data Right) Bill 2022

Finder is very supportive of the majority of the proposed legislative amendments in the documents shared. In particular, we agree that CDR action initiation should be viewed as the “instruction-layer” that enables consumers to take actions with an Action Service Provider through an authenticated request from a third-party Accredited Action Initiator. We also agree that these action types should only include actions that the CDR consumer would have been able to initiate with the Action Service Provider directly. We believe the two new CDR entities of “Action Service Provider” and “Accredited Action Initiator” that have been introduced are well defined and fit for purpose. We are also supportive of the intention for Action Service Providers to accept all valid CDR action requests and in particular we view the non-discrimination principle as an important tenet for action-initiation CDR. The approach outlined for extending the privacy safeguards also seems appropriate.

### Recommendation 1

Approve the Treasury Laws Amendment (Consumer Data Right) Bill 2022 with the addition of the recommendations outlined below.

### Regular legislative reviews

We acknowledge and agree with the intention to make economy-wide rules for the CDR before going into specific sectors or action types. However, a key learning from the rollout of the CDR for data sharing was that trying to get the legislation right first time for all use cases is a challenge – particularly across multiple sectors with overlapping legislative regimes. As a result, we believe these amendments will need to be reviewed again when any specific action types are designated. Given this reality, we would welcome a formal process for ensuring these ongoing changes can be made efficiently when deemed appropriate.

### Recommendation 2

Introduce regular reviews to ensure all CDR legislation is fit-for-purpose.

### Ministerial designation

We welcome the proposal that it should be the Minister’s role to designate types of actions that can be initiated under the CDR. Like the designation process for CDR data sharing, the declaration process allows for identification and prioritisation of action types that represent the most benefit for consumers and the Australian economy. However, we do note the long list of considerations the

Minister must assess in paragraph 56D and also the length of time it has taken to designate the different sectors of the CDR data sharing arrangement. As a result, we call for a rapid designation of the two most frequently referenced CDR action types of payment initiation and account opening/closing. This will ensure consumers realise the benefit of the action initiation as quickly as possible.

### **Recommendation 3**

Run designation process for payment initiation and account opening/closing action types as soon as feasible.

### **ACCC role in assessing fees**

As noted above, we are strong advocates for the non-discrimination principle and agree that a request received through the CDR should be treated the same as a request received directly from the consumer. In particular, we welcome the introduction of paragraph 56BZE that gives the ACCC the power to intervene if the fee for processing a valid instruction for a CDR action is unreasonable. We would like to see this role for the ACCC extended beyond looking only at what fees are charged in favour of upholding the non-discrimination principle more broadly. As an example, actions requested through the CDR should be processed as quickly as actions requested directly by a consumer. In this instance the ACCC could also assess whether the time taken to process a CDR action is unreasonable compared to the experience for a consumer undertaking the action directly.

### **Recommendation 4**

Extend the intervention powers for the ACCC to uphold the non-discrimination principle more broadly (e.g. ensuring CDR actions are processed in a reasonably timely way).

**Questions?**

Contact the Finder public affairs team at  
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