

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
BUDGET ESTIMATES 2013-2014

Finance and Deregulation Portfolio

Department/Agency: Medibank

Outcome/Program:

Topic: Use of different methodologies

Senator: Moore

Question reference number: F53

Type of question: Hansard, F&PA Committee, Page 13, 30 May 2013

Date set by the committee for the return of answer: Friday 12 July 2013

Number of pages: 1

Question:

Senator MOORE: Yes. They talk about encouraging people to use different methodologies. Do you have any data on exactly which ways the clients use your service?

Answer:

A breakdown of member customer service access by channel reveals 47% of access is via our Online Member Services website, 35% is via telephone call centre and 18% is via retail centres.