

Products linked to problems

Product category	Major products	Main problems	%
Consumer finance	Credit cards	Unauthorised transactions	16.2
		Maladministration in granting credit	9.7
	Personal loan	Request for indulgences	11.4
		Maladministration in granting loan	11.1
	Line of credit/personal overdraft	Misleading advertising or promotion	15.3
		Inappropriate collection activity	7.1
Housing finance	Home loan - variable rate	Delays (eg loan approval, settlement)	21.6
		Contractual breach, written instruction not carried out	9.4
	Investment property loan	Delays (eg loan approval, settlement)	17.7
		Contractual breach, written instruction not carried out	11.5
	Home loan - fixed rate	Contractual breach, written instruction not carried out	20.7
		Delays (eg loan approval, settlement)	11.6
Payment system	ATM	Incorrect cash given	48.8
		Unauthorised transactions	38.5
	Electronic/computer banking	Lost funds	28.9
		Internet transactions	10.7
	Periodical payments/direct debits	Unauthorised transactions	21.6
		Contractual breach, written instruction not carried out	21.6
Deposit account	Statement savings account	Fee excessive, inappropriate or wrong	17.3
		Unauthorised transactions	12.3
	Term deposit	Product/service advice	12.9
		Contractual breach, written instruction not carried out	12.9
	Personal cheque account	Unauthorised transactions	17.0
		Fee excessive, inappropriate or wrong	15.1
Business facility	Business cheque account	Unauthorised transactions	13.4
		Contractual breach, written instruction not carried out	13.4
	Merchant facility	Chargebacks	26.0
		Withdrawal or deposit errors	12.5
	Business loan - variable	Delays	17.5
		Unilateral member action	11.1
Financial planning	Shares/bonds	Delays	20.8
		Unilateral member action	12.5
	Superannuation	Delays	30.8
		Lost funds	15.4
	Managed funds	Contractual breach, written instruction not carried out	33.3
		Delays	11.1
Other products and services	Insurance	Contractual breach, written instruction not carried out	20.8
		Product/service advice	16.7
	Other	Reporting to a credit reporting agency	25.0
		Other	16.7
	Holding title deeds	Loss of document/safe custody items	45.0
		Delays	30.0