



January 2025

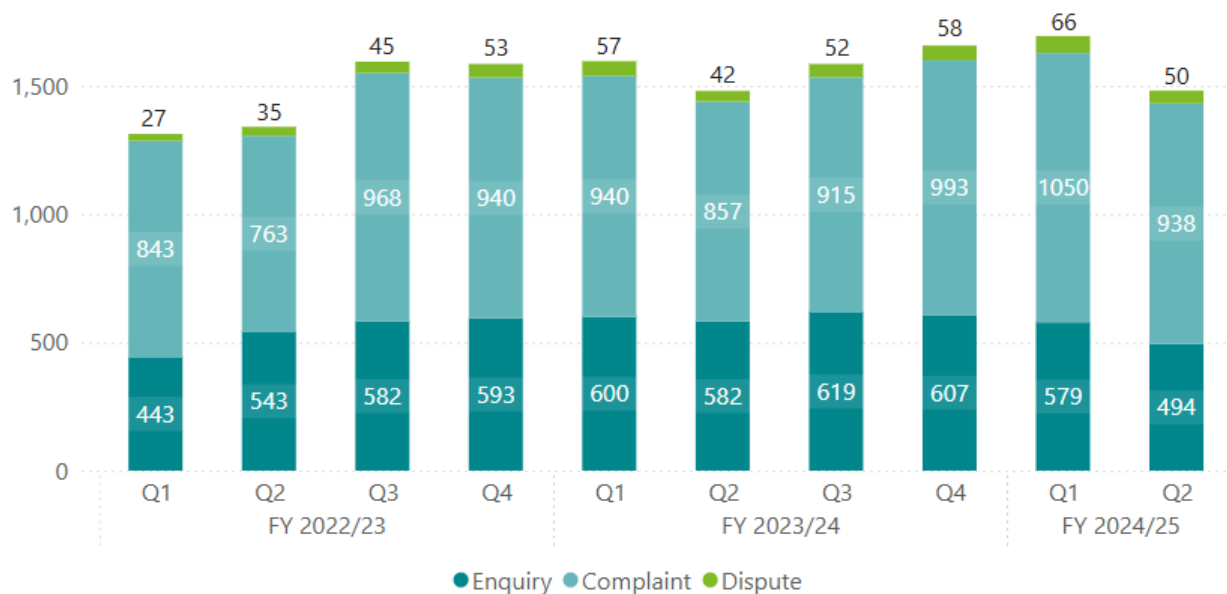
Quarterly report

Overview

Between 1 October and 31 December 2024 (Q2), we received 1,429 cases, down 12 per cent on the previous quarter but consistent with the volume received during the same period last year. We resolved 95 per cent of complaints through our early resolution service. Disputes were down 24 per cent on the previous quarter. Customer satisfaction remained high at 82 per cent.

Cases received per quarter

The graph below shows a quarterly breakdown of cases (enquiries, complaints and disputes) received. This quarter, we received 12 per cent fewer cases than in the previous quarter (15 per cent for enquiries, 11 per cent for complaints and 24 per cent for disputes).



Cases received by bank

The following table shows a breakdown of enquiries, complaints and disputes by bank this quarter.

Cases received - by participant	Enquiries	Complaints	Disputes	Total cases	% cases for quarter
Large					
ANZ	33	224	8	256	17.9%
ASB	44	163	14	206	14.4%
BNZ	23	123	5	146	10.2%
Kiwibank	25	171	9	196	13.7%
Westpac	42	141	4	182	12.7%
Medium					
Heartland Bank	34	29	6	63	4.4%
HSBC	3	-	-	3	0.2%
Rabobank	10	19	-	29	2.0%
SBS	4	11	-	15	1.0%
The Co-operative Bank	5	14	-	19	1.3%
TSB	17	32	4	49	3.4%
Small					
Bank of Baroda	1	1	-	2	0.1%
Bank of China	-	-	-	-	0.0%
Bank of India	2	1	-	3	0.2%
China Construction Bank	-	1	-	1	0.1%
ICBC	1	2	-	3	0.2%
Nelson Building Society	-	1	-	1	0.1%
Unity*	2	5	-	7	0.5%
Bank not specified	248	-	-	248	
Total	494	938	50	1429	

Enquiry

An initial contact, frequently over the phone about a banking problem.

Complaint

A problem someone has lodged with us about a bank that we formally hand over to its internal complaints process.

Dispute

A complaint a bank cannot resolve to the customer's satisfaction.

Cases

Total cases will be less than the total of enquiries, complaints and disputes because some cases move through several or all these stages but are only counted as one unique case.

Market share comparison

The following table shows a breakdown of the proportion of complaints and disputes by bank and how the result compares to banks' market share. (Note: only banks with 20 or more complaints or disputes are shown.)

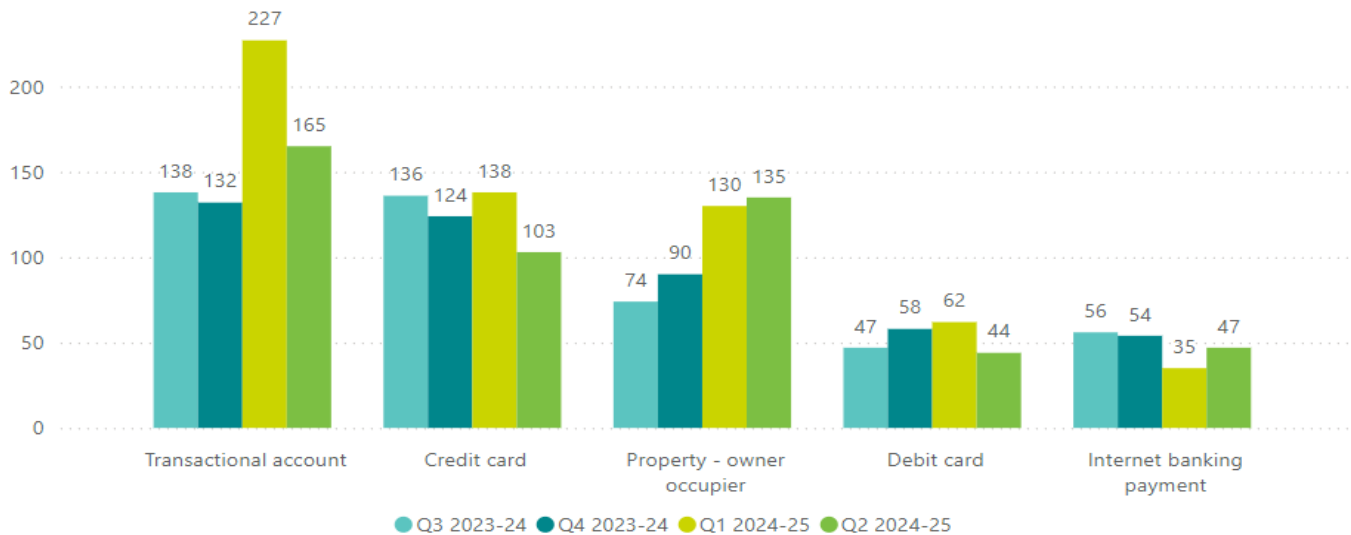
Participant	% of complaints	% of disputes	% of adjusted market share
ANZ	24.1%	21.6%	27.1%
ASB	16.1%	19.0%	17.6%
BNZ	12.9%	9.5%	18.0%
Kiwibank	19.6%	17.2%	9.0%
Westpac	13.7%	10.3%	18.6%
Heartland Bank	3.5%	10.3%	0.8%
Rabobank	1.3%	0.0%	3.0%
SBS	1.1%	0.0%	0.9%
The Co-operative Bank	2.0%	1.7%	0.5%
TSB	3.8%	9.5%	1.4%



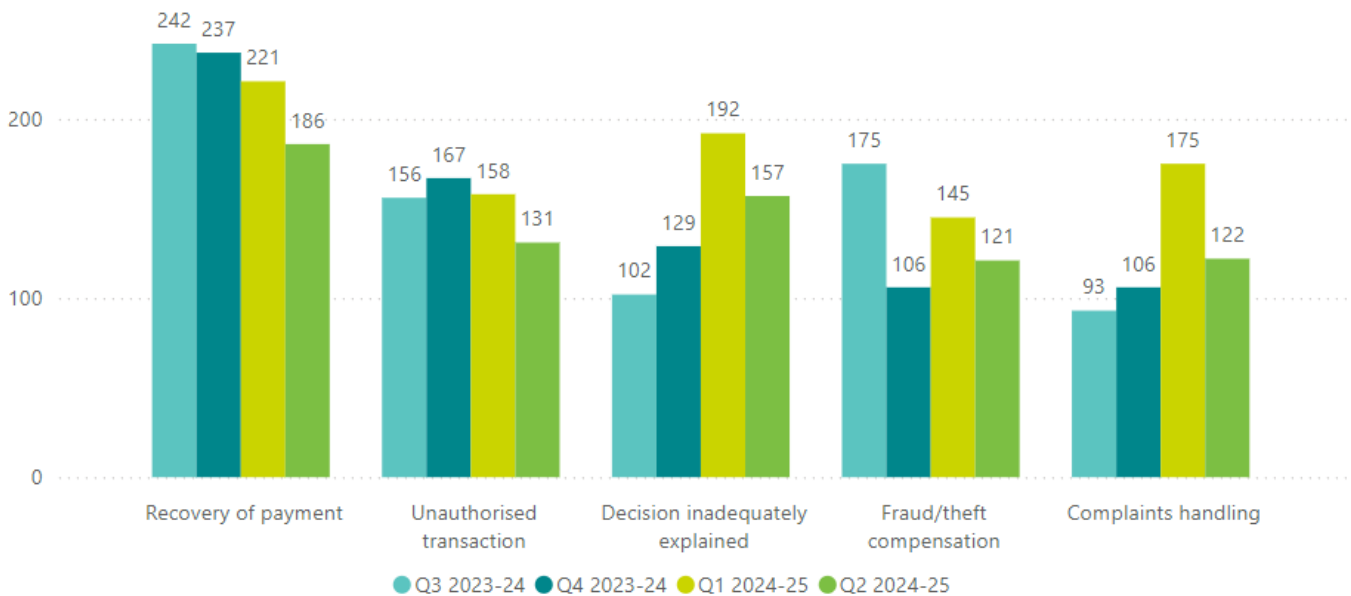
Complaint themes

The graphs below highlight the most frequently complained about products and problems each quarter. Transactional account and credit card complaints fell sharply, largely due to a 29 per cent drop in fraud and scam complaints

Top five products

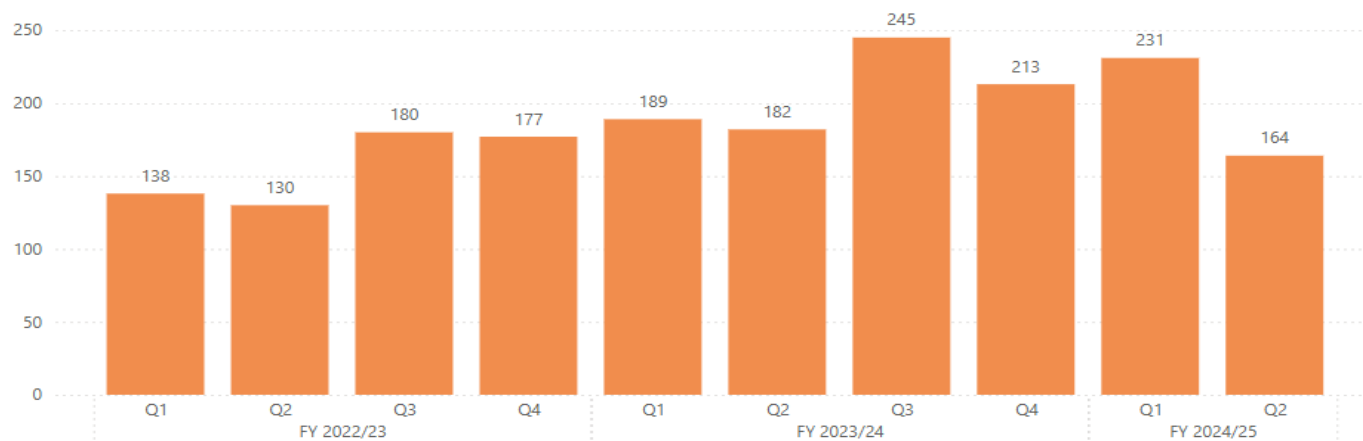


Top five problems



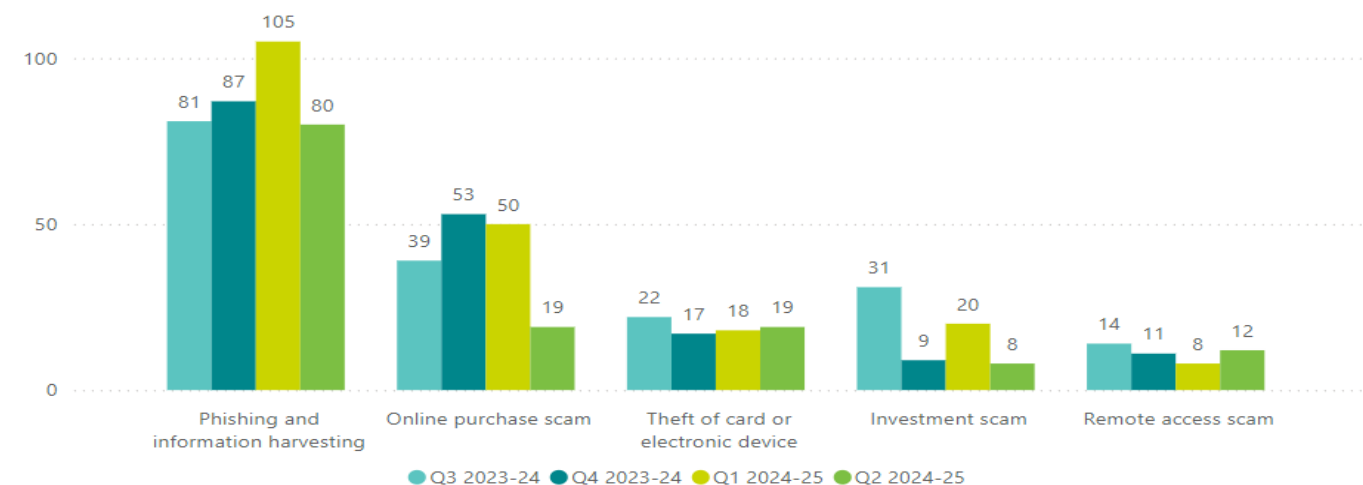
Fraud and scams

The number of fraud and scam complaints received this quarter was 29 per cent lower than the previous quarter, and 10 per cent lower than those received during the same period last year. Fraud and scam complaints also made up a smaller proportion of all complaints this quarter – matching a decline in fraud complaints raised directly with banks last quarter (see the [industry complaint dashboard](#)).



Complaints relating to phishing and information-harvesting scams, online purchase scams and investment scams dropped to their lowest levels in a year. We experienced a slight increase in remote access scams.

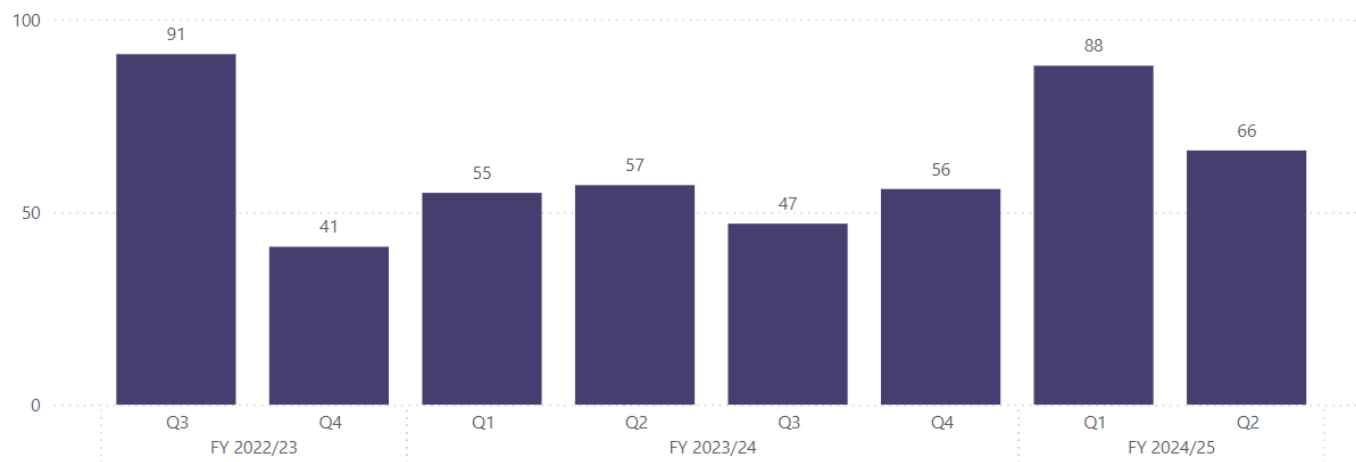
Top five fraud/scams



Bank impersonation scams fell this quarter, which is consistent with the overall decline in fraud complaints. However, such scams still made up 31 per cent of fraud and scam complaints this quarter.

Financial hardship and debt collection

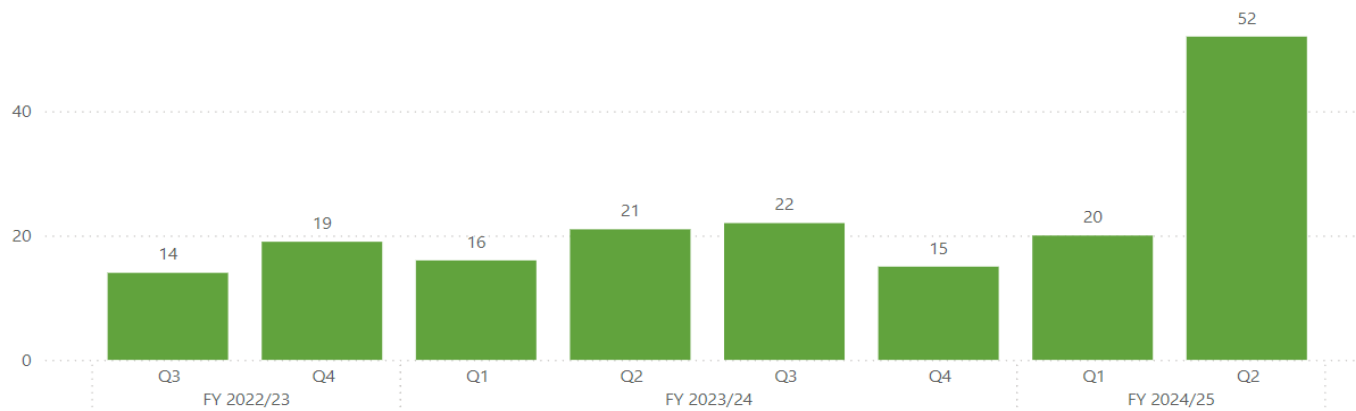
Hardship-related complaints fell slightly more than overall complaints this quarter, returning to normal levels after a previous spike. A 26 per cent drop in property lending hardship complaints was largely responsible for this change.



Internet banking complaints

Internet banking complaints more than doubled this quarter. Technical malfunction complaints tripled, which was caused by internet banking outages at two banks, and which broke two years of stability on this score. A third of these complaints were complaints from customers overseas who had difficulty accessing their banking services.

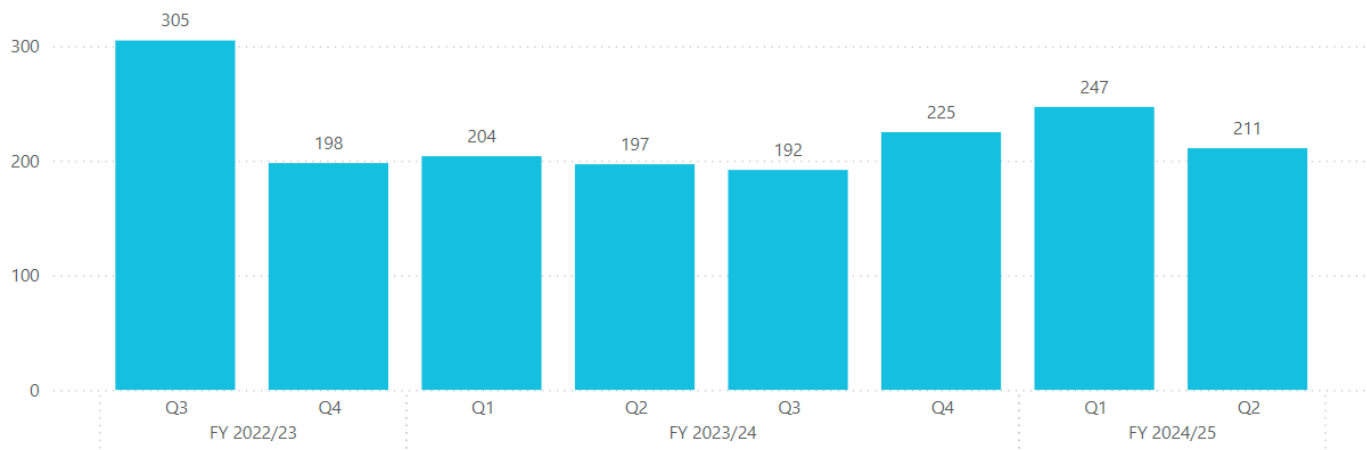
Internet banking complaints



Delays

Complaints about delays dropped 15 per cent this quarter, particularly due to improvements at one bank that had previously attracted a lot of such complaints (and still has room to improve). Simultaneously, another bank's delay-related complaint numbers rose, and we have been working with it to identify the cause.

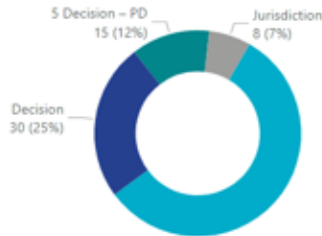
Delay complaints



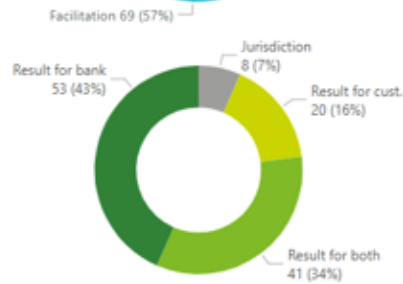
Disputes

Disputes dropped 24 per cent compared with the previous quarter. Almost half related to fraud and scams, mainly phishing and information harvesting scams, although these have fallen in number since last quarter. Slightly more than a third of disputes involved property and vehicle loans. The main areas of complaint were about compensation, recovery of payment, complaint-handling and delays.

Sector-wide




Dispute resolution method




Dispute outcome

\$931,664

\$591,703 at the end of last quarter



Total compensation paid

64

59 at the end of last quarter



Average dispute working day count

82.0%

82% at the end of last quarter



Dispute met timeframes

5.8%

6.3% at the end of last quarter



Complaints escalated to dispute