July 2026

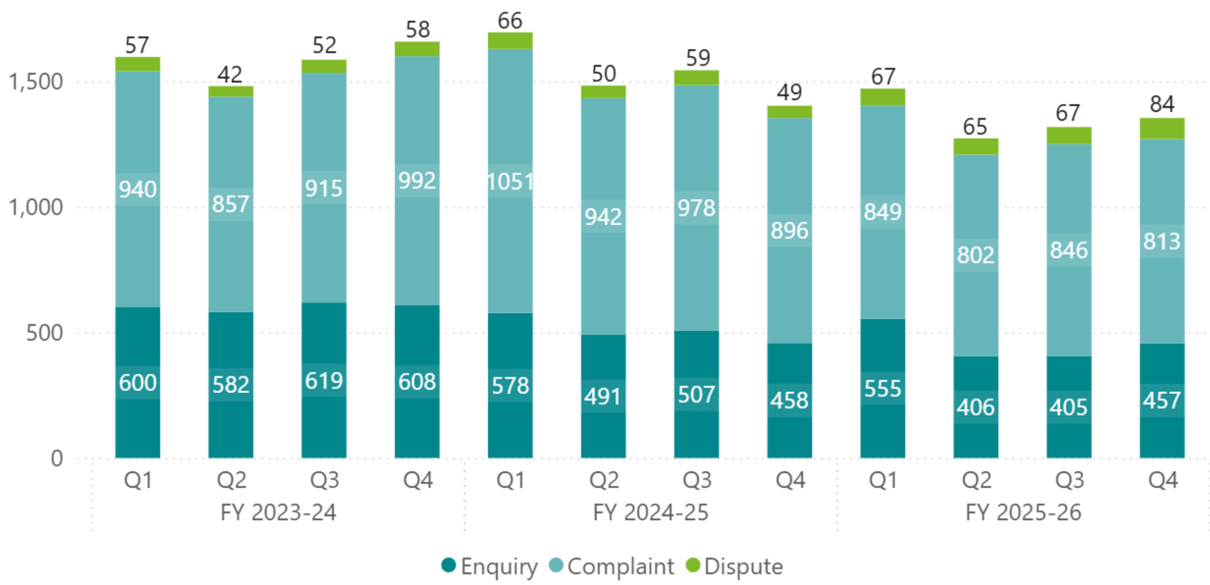
Quarterly report

Overview

Case volumes rose 1 per cent during the fourth quarter (April – June 2026) compared with the previous quarter. Dispute volumes rose 25 per cent. Fraud and scam complaints remained stable, while complaints about service delays continued to fall, reaching their lowest level in more than five years.

Cases received per quarter

The graph below shows a quarterly breakdown of cases (enquiries, complaints and disputes) received. This quarter, we received 1 per cent more cases than in the previous quarter (13 per cent more enquiries, 4 per cent fewer complaints and 25 per cent more disputes).



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Cases received by bank

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

Cases received by bank	Enquiries	Complaints	Disputes	Total cases	Case share for quarter
Large					
ANZ	43	196	17	238	18.9%
ASB	72	171	17	241	19.1%
BNZ	16	108	15	121	9.6%
Kiwibank	31	136	13	165	13.1%
Westpac	23	120	10	141	11.2%
Medium					
Heartland Bank	32	25	9	57	4.5%
Rabobank	2	4	-	6	0.5%
SBS	5	5	1	10	0.8%
The Co-operative Bank	-	23	2	23	1.8%
TSB	17	24	-	41	3.3%
Small					
Bank of Baroda	-	-	-	-	0.0%
Bank of China	1	-	-	1	0.1%
Bank of India	-	2	-	2	0.2%
China Construction Bank	2	-	-	2	0.2%
ICBC	6	-	-	6	0.5%
Nelson Building Society	1	-	-	1	0.1%
Bank not specified	205	-	-	205	
Total	**456**	**814**	**84**	**1260**	

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

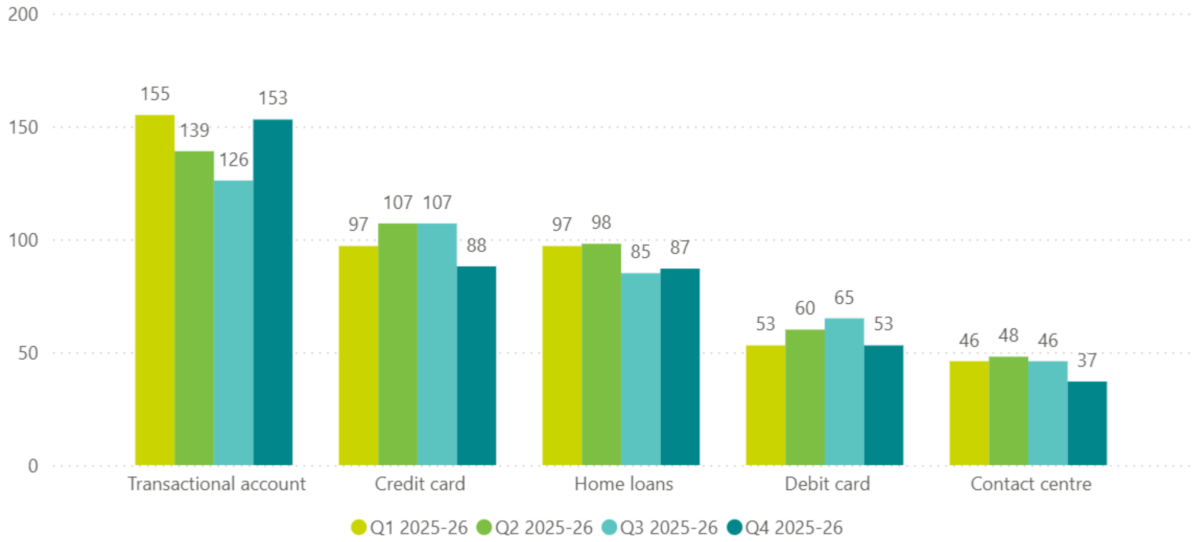
The following table shows a breakdown of the proportion of complaints and disputes by bank this quarter and how the result compares to banks' market share. (Note: only banks with 15 or more complaints or disputes are shown.)

Bank	Complaint share	Dispute share	Adjusted market share
ANZ	23.7%	19.4%	28.0%
ASB	20.3%	19.1%	18.0%
BNZ	13.7%	14.8%	18.0%
Kiwibank	16.3%	18.4%	9.0%
Westpac	15.9%	13.8%	18.6%
Heartland Bank	3.8%	8.5%	0.8%
Rabobank	0.5%	0.0%	2.8%
SBS	0.9%	1.1%	0.9%
The Co-operative Bank	2.4%	2.1%	0.5%
TSB	2.2%	1.4%	1.3%

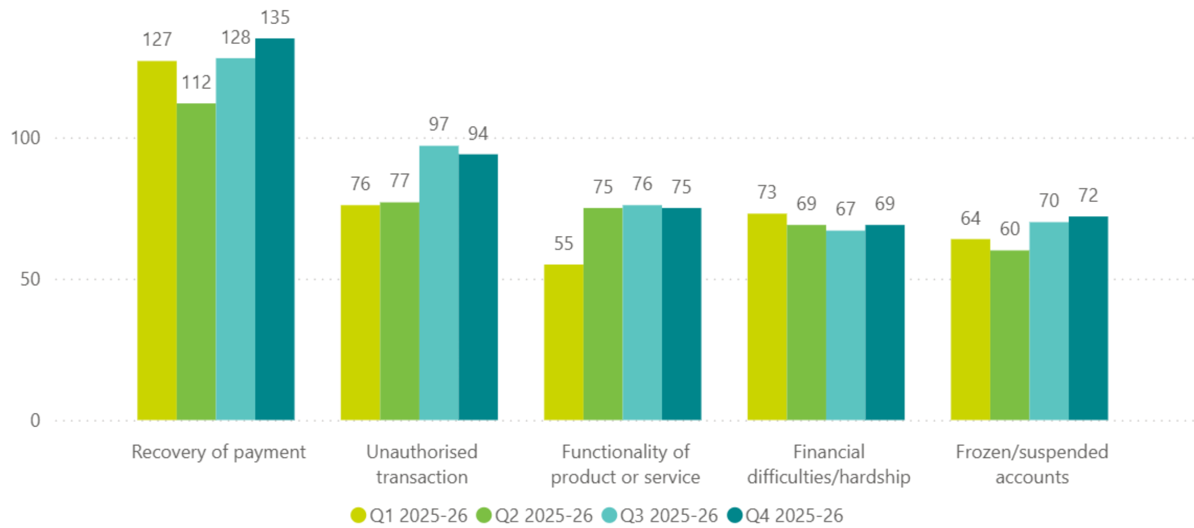
Complaint themes

The graphs below show the most frequently complained about products and problems for the quarter and previous three quarters. The most notable change as a 21 per cent increase in complaints about transactional accounts, following decreases in the previous two quarters.

Top five products

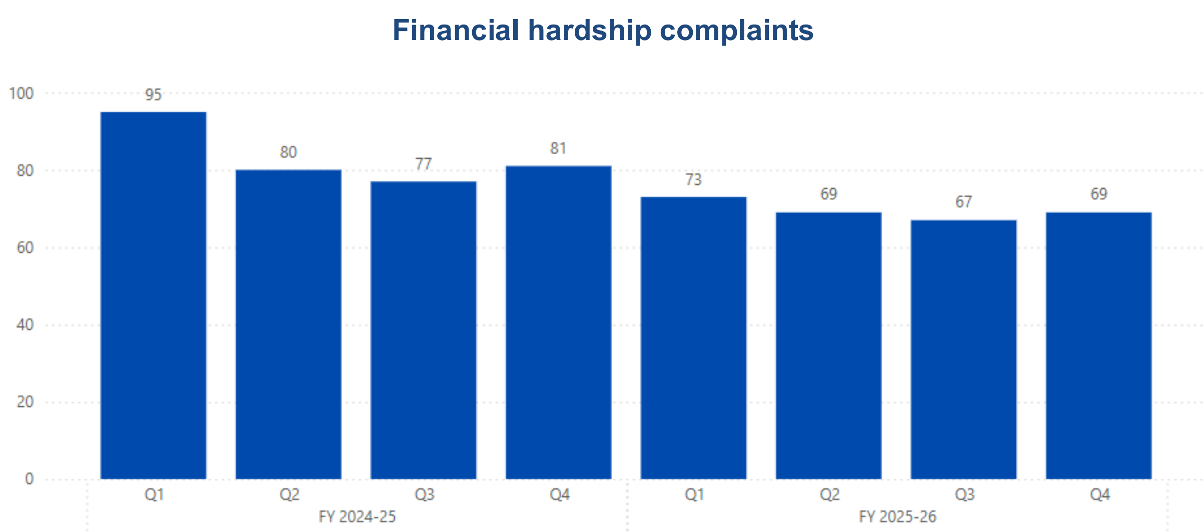


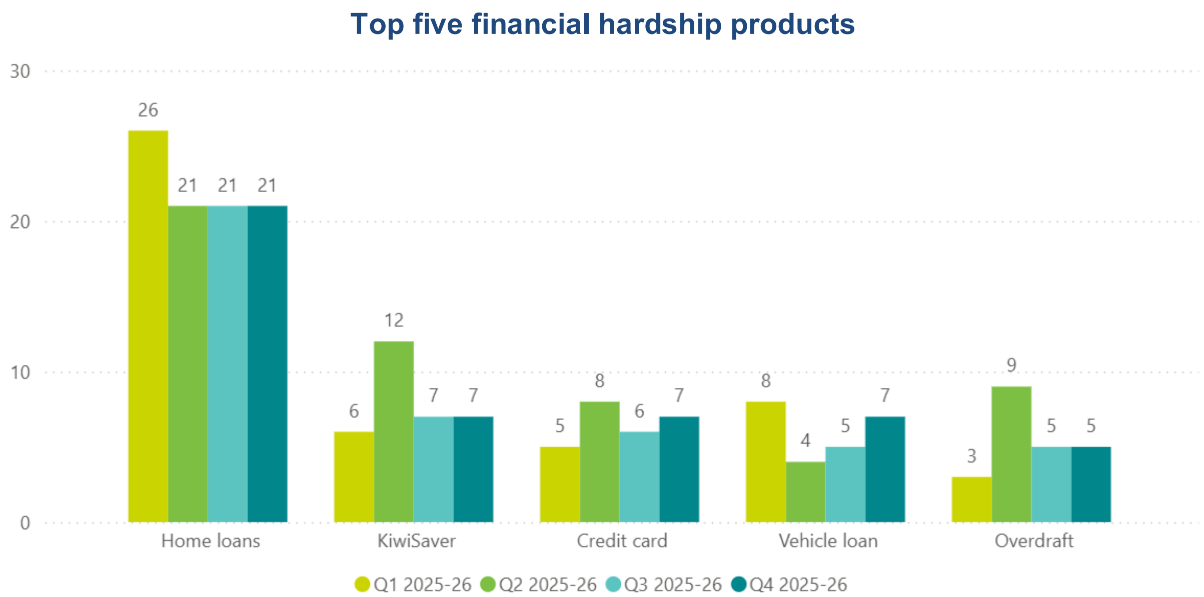
Top five problems



Financial hardship and debt collection

Hardship complaints remained stable this quarter. A range of products, including vehicle loans and credit cards, recorded slight increases. Property-related complaints, including those about home loans and property investment, made up 33 per cent of hardship complaints, down from 43 per cent last quarter. This decrease was the result of fewer investment property complaints. Home loan complaints remained stable.

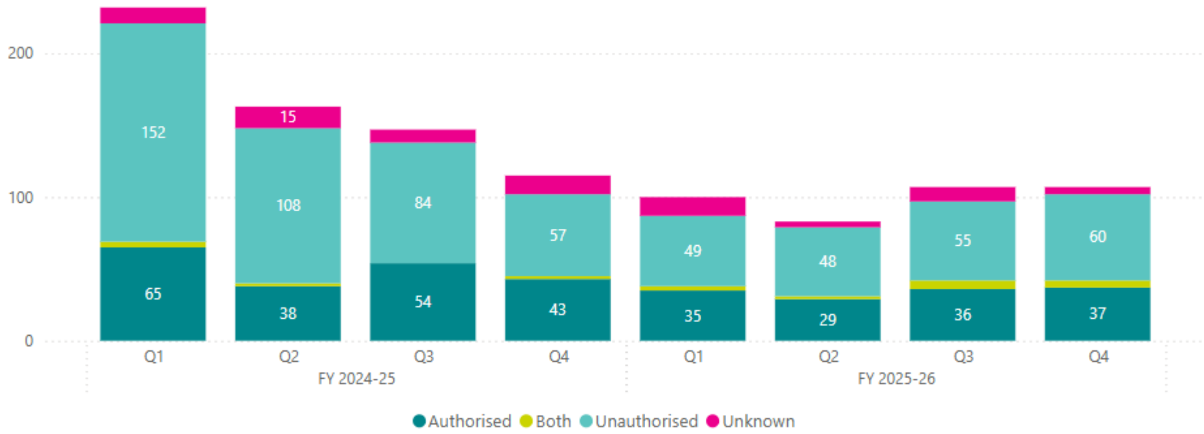




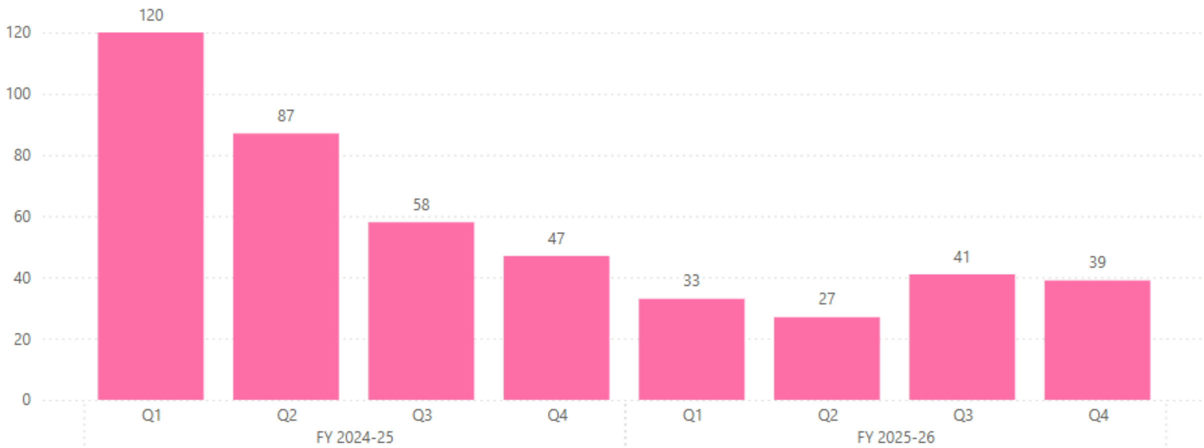
Fraud and scams

Fraud and scam complaints remained stable this quarter after rising in the previous quarter for the first time in five quarters. Complaints involving impersonation increased by 13 per cent, most notably impersonations of postal services and financial service providers.

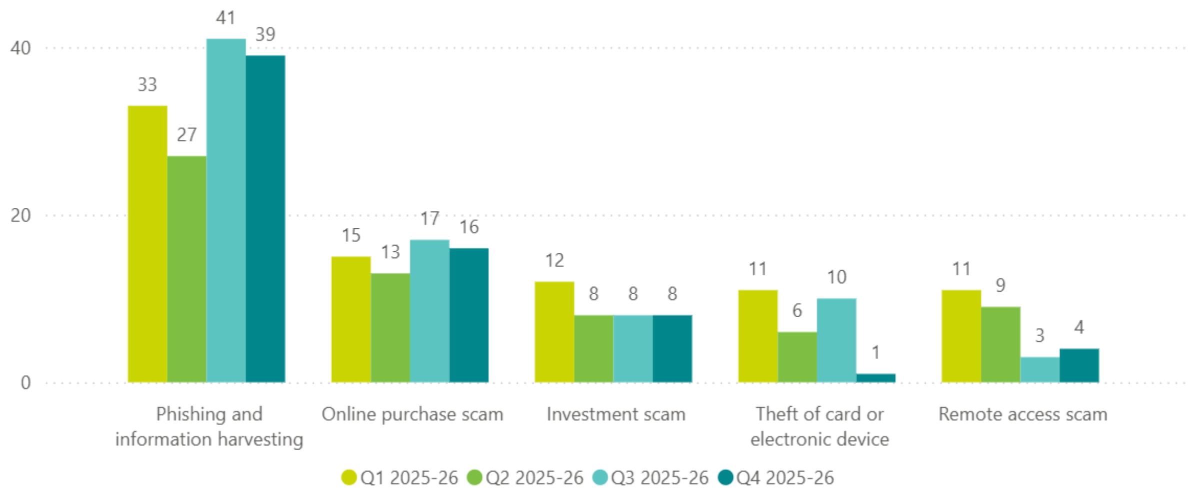
Fraud/scam complaints



Phishing and information-harvesting complaints



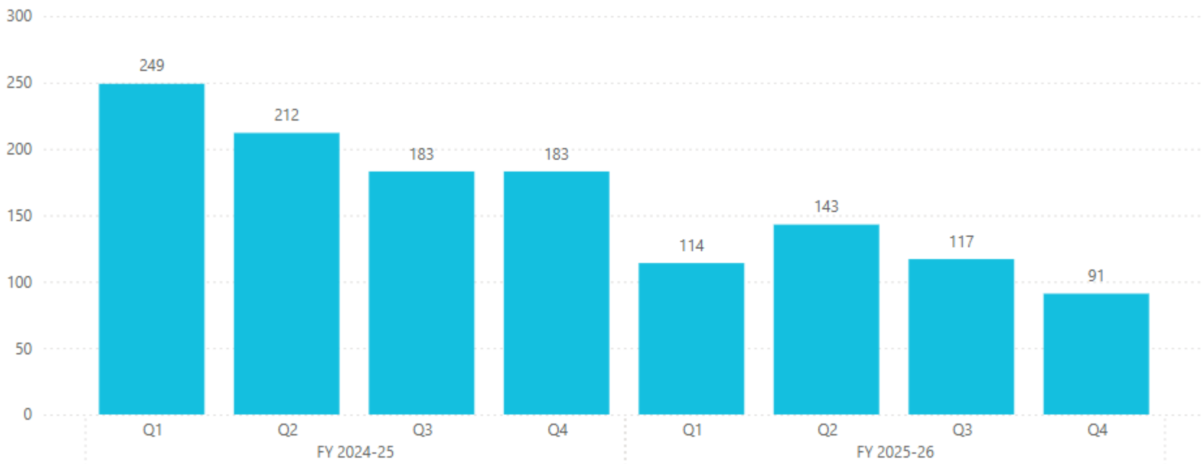
Top five fraud/scam complaints



Delay-related complaints

Complaints about delays continued to fall, reaching their lowest volume in more than five years. Complaints about products related to service channels accounted for 37 per cent of delay-related complaints. Despite an overall decrease in delay-related complaints this quarter, those relating to lending and investment products increased 43 per cent.

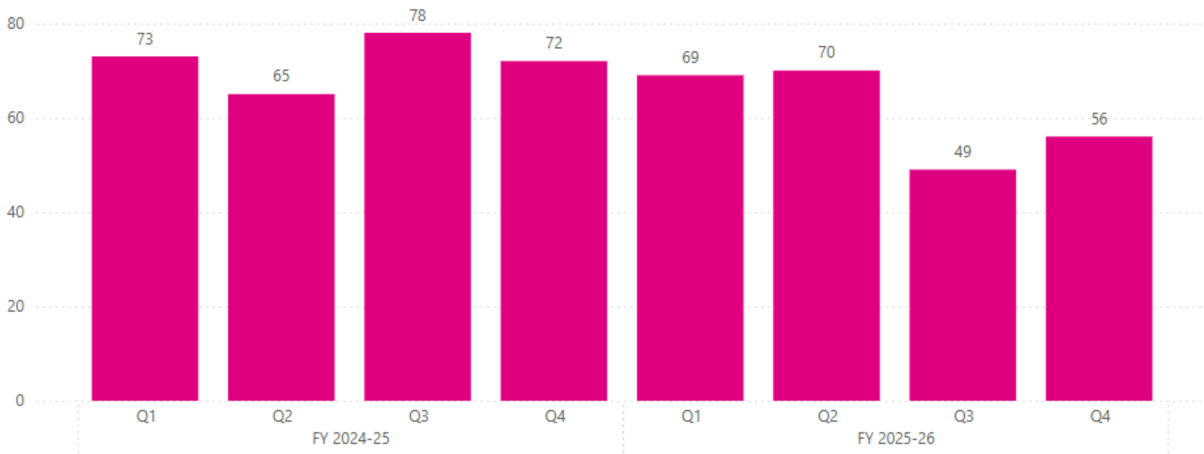
Delay-related complaints



Investment-related complaints

Investment-related complaints were lower in the third and fourth quarters than in the first half of the financial year after remaining relatively stable during the previous two financial years. The decrease was evident in all investment products, but most notably term deposits (down 24 per cent) and KiwiSaver (down 15 per cent). There were significant decreases in complaints about misleading, insufficient or required information. These fell by 50 per cent. Complaints about inadequately explained decisions fell by nearly 70 per cent.

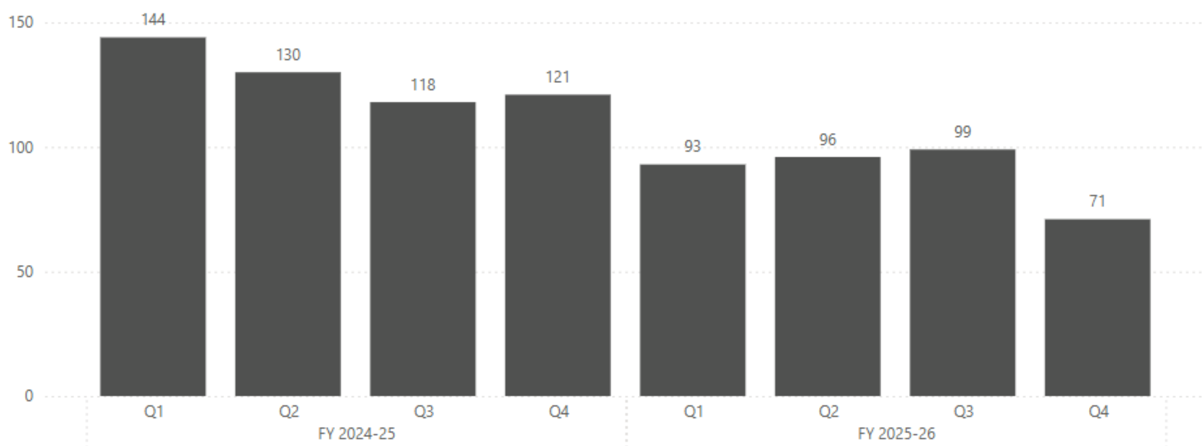
Investment complaints



Fees, charges and rates-related complaints

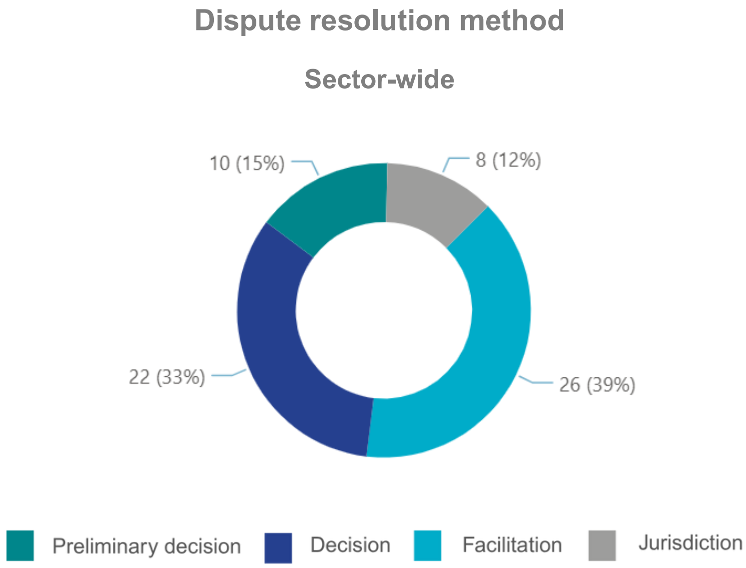
Complaints about fees, charges and rates fell 28 per cent this quarter. Two areas recorded large decreases in such complaints – lending and card complaints. Vehicle loan complaints about fees, charges and rates fell 40 per cent, while complaints about investment property, debit and credit each decreased by about 20 per cent.

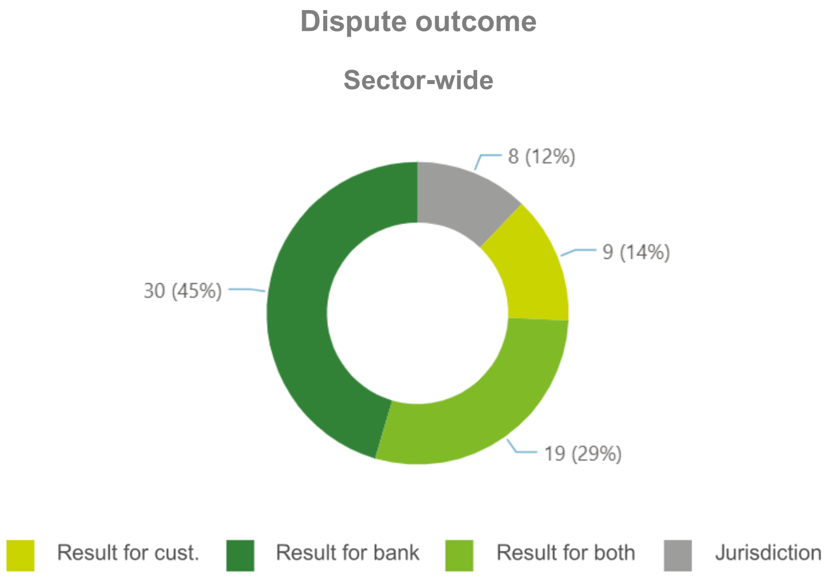
Fees, charges and rates-related complaints



Disputes

Dispute volumes increased 25 per cent compared with the previous quarter. Lending disputes continued to be the most prominent type of dispute, accounting for 42 per cent of all disputes, up 37 per cent on the previous quarter. This quarter, fraud and scam disputes rose 31 per cent, following a 33 per cent rise the previous quarter and a 71 per cent rise in the quarter before that. In contrast, fraud and scam complaints were stable during this quarter.





Total compensation paid	Average working days
Sector	Sector
$183,547	49
Last Q $76,968	Last Q 47

Dispute met timeframes	Complaints escalated to dispute
Sector	Sector
95.5%	10.3%
Last Q 91.4%	Last Q 7.7%