

THE BIG PICTURE

OCTOBER - DECEMBER 2018

Compared to last quarter:

CASES
▼ 13%

ENQUIRIES
▼ 21%

UNASSISTED REFERRALS
▼ 23%

ASSISTED REFERRALS
▼ 12%

INVESTIGATIONS
▼ 5%

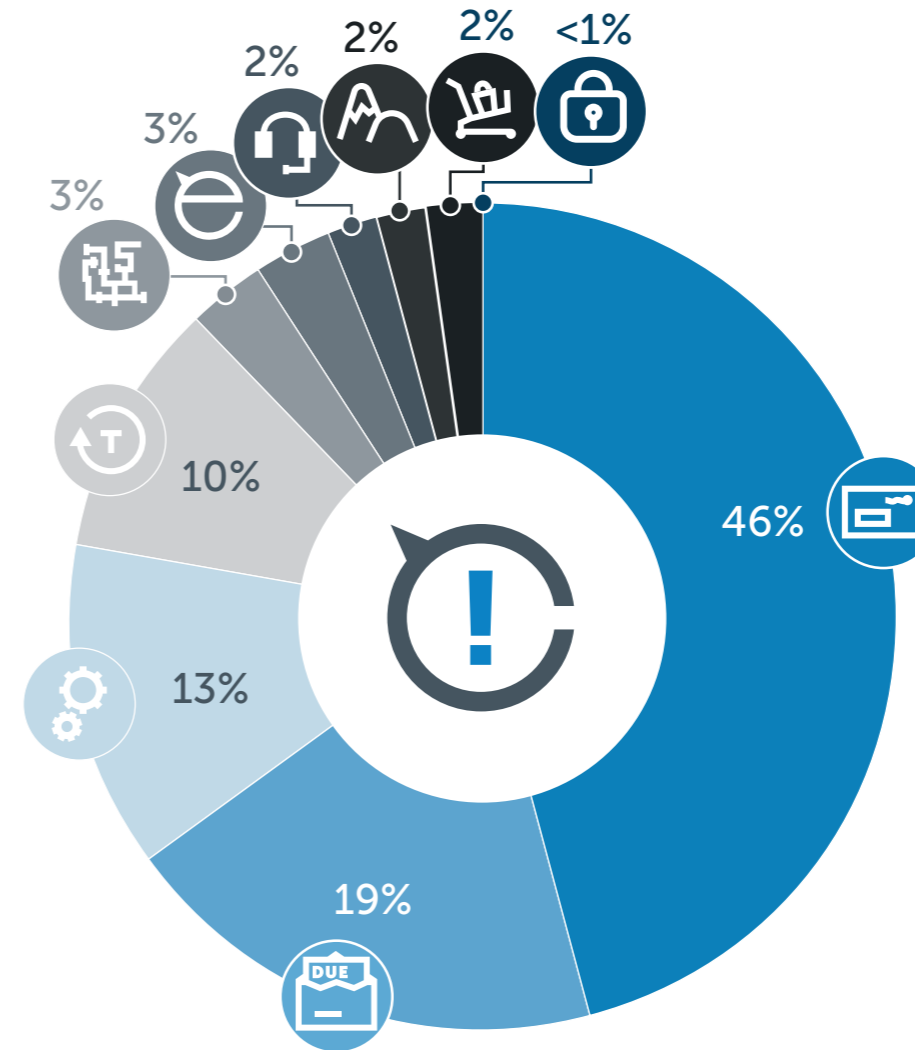
8,503 CASES

500 ENQUIRIES
8,003 COMPLAINTS

5,684 ASSISTED REFERRALS
978 UNASSISTED REFERRALS

1,341 INVESTIGATIONS
1,384 were finalised

The issues customers complained about



Compared to last quarter:

BILLING
3,920 cases
▼ 11%

CREDIT
1,587 cases
▼ 12%

PROVISION
1,104 cases
▼ 12%

TRANSFER
837 cases
▼ 25%

SUPPLY
285 cases
▼ 7%

GENERAL ENQUIRY
228 cases
▼ 26%

CUSTOMER SERVICE
178 cases
▲ 20%

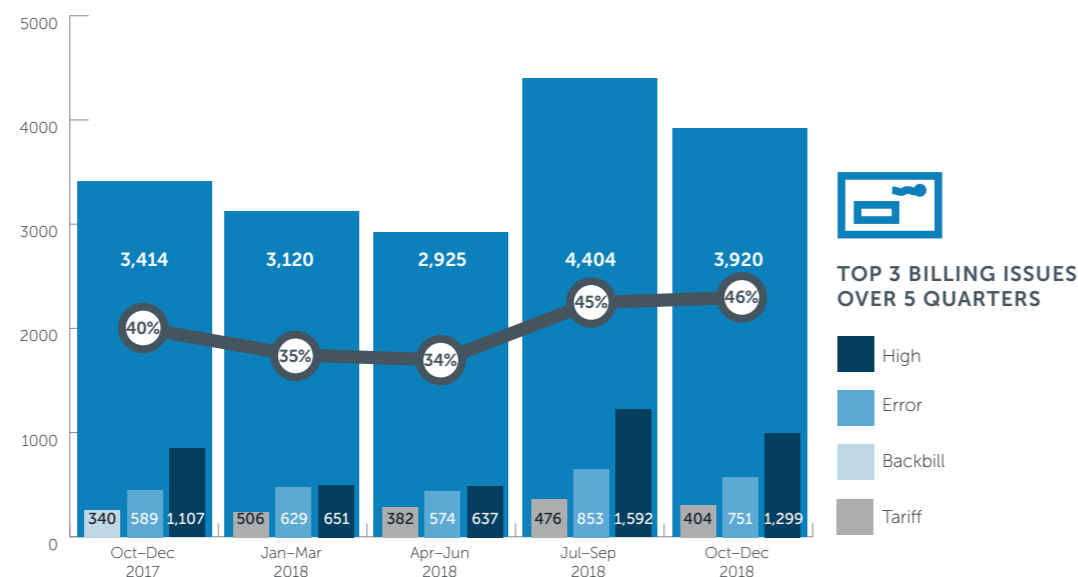
LAND
171 cases
▼ 4%

MARKETING
163 cases
▼ 26%

PRIVACY*
30 cases
▼ 29%

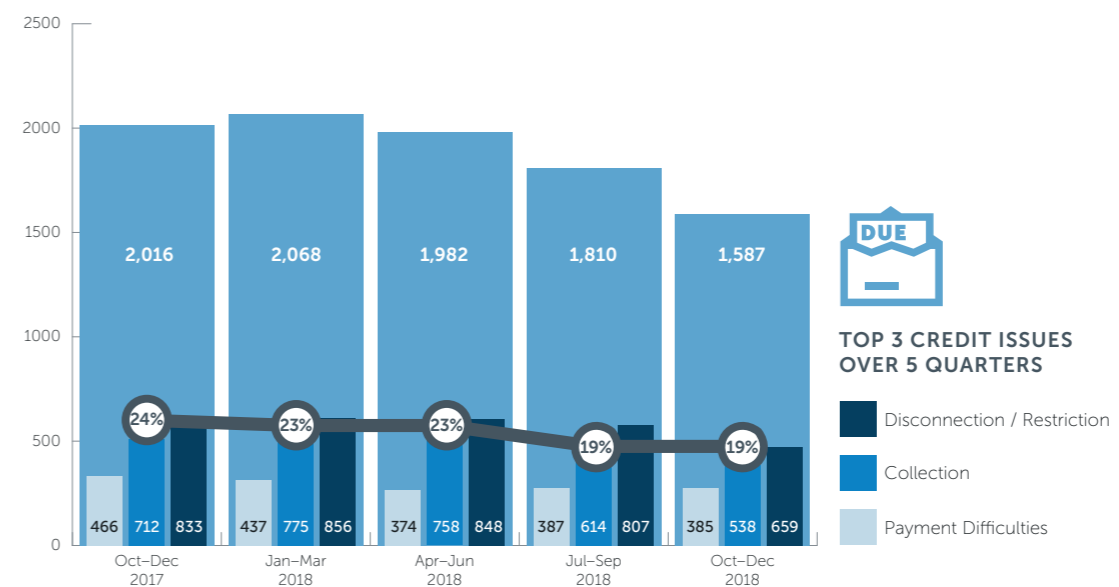
Billing cases

Number of Billing cases % of overall cases



Credit cases

Number of Credit cases % of overall cases



* Privacy is now a standalone high-level issues category. The main privacy sub-issues are 'details released', 'details requested by provider', 'details obtained without consent' and 'disclosure refused by provider'.