

A guide to the annual base levy and comparative tables assessment

This guide is designed to be viewed on screen. Use the blue links or your cursor keys to navigate.

▶ How does the assessment work?

The assessment form is completed online

[Take a quick look at what is in the form ▶](#)

▶ How long will it take?

This will depend on the nature of your business

[Understand the features that will help make completing the form easier ▶](#)

▶ What information do I need to complete the form?

This will also depend on the nature of your business

[Use this guide to find out in advance the information we require for your business ▶](#)

► How does the assessment work?

The assessment is completed online. There are two key elements to the assessment form.

① Primary business activity

You will be asked to select the primary activity that best describes your business.

... Please select the activity that best describes your business

<input type="radio"/> Accountant	<input type="radio"/> Managed discretionary account operator
<input type="radio"/> Administration services provider	<input type="radio"/> MIS operator / fund manager
<input type="radio"/> Bank	<input type="radio"/> Mortgage aggregator
<input type="radio"/> Building society	<input type="radio"/> Mortgage broker
<input type="radio"/> Charity / community fund	<input type="radio"/> Mortgage manager
<input type="radio"/> Clearing / settlement house	<input type="radio"/> Mortgage originator
<input type="radio"/> Corporate advisor	<input type="radio"/> Non-cash payment system provider
<input type="radio"/> Cover holder	<input type="radio"/> Pooled superannuation trust
<input type="radio"/> Credit provider	<input type="radio"/> Private health insurer
<input type="radio"/> Credit reporting agency	<input type="radio"/> Product distributor
<input type="radio"/> Credit union	<input type="radio"/> Product issuer
<input type="radio"/> Custodial and depository service	<input type="radio"/> Professional indemnity insurer
<input type="radio"/> Debt collector or buyer	<input type="radio"/> Provider of lender of record services
<input type="radio"/> Derivatives dealer	<input type="radio"/> Reinsurer / reinsurance agent
<input type="radio"/> Finance broker	<input type="radio"/> Research house
<input type="radio"/> Financial advisor / planner	<input type="radio"/> Securities dealer
<input type="radio"/> Foreign exchange dealer	<input type="radio"/> Stockbroker
<input type="radio"/> Friendly society	<input type="radio"/> Superannuation fund trustee / advisor
<input type="radio"/> General insurance broker	<input type="radio"/> Timeshare scheme operators
<input type="radio"/> General insurer	<input type="radio"/> Travellers cheques / foreign currency tra
<input type="radio"/> Life insurance broker	<input type="radio"/> Trustee
<input type="radio"/> Life insurer	<input type="radio"/> Underwriting agency
<input type="radio"/> Make a market	<input type="radio"/> Warranty provider
Other	

Save your assessment for later

Click the Save & Exit button to pause and complete your assessment at a later date.

Note: Saving is not the same as Submitting.

Submit your completed assessment

Click the Submit button to send us your completed assessment. No changes can be made after this point. You will receive an email confirming your submission has been successful. You can view a summary of the information you submitted by logging in at any time to Secure Services and clicking *Annual Assessment*.

② Business size data

Next you will see the criteria we use to calculate a member's base levy. You will need to select and enter a value against each one that is relevant to your business.

<input type="checkbox"/>	Number of representatives	⬇
<input type="checkbox"/>	Gross written premium on insurance	⬇
<input type="checkbox"/>	Total income earned on client insurance premiums	⬇
<input type="checkbox"/>	Annual (in-force) life insurance premium income	⬇
<input type="checkbox"/>	Client loan portfolio	⬇
<input type="checkbox"/>	Client loans under management	⬇
<input type="checkbox"/>	Client funds held in deposit	⬇
<input type="checkbox"/>	Client funds under advice	⬇
<input type="checkbox"/>	Client funds under management	⬇

Finally you may see a list of product groups (not all members are required to complete this part of the assessment). You will need to select and enter a value against each one that is relevant to your business. The purpose of this data is to identify by product group the size of the portfolio in relation to which disputes could be lodged (see also our [Definition of Products](#)).

<input type="checkbox"/>	Credit insurance (Number of policies)	⬇
<input type="checkbox"/>	Home building (Home building insurance)	⬇
<input type="checkbox"/>	Home contents insurance (Number of policies)	
<input type="checkbox"/>	Motor vehicle insurance (Number of policies)	⬇
<input type="checkbox"/>	Personal and domestic property insurance (Number of policies)	⬇
<input type="checkbox"/>	Sickness and accident insurance (Number of policies)	
<input type="checkbox"/>	Small business / farm insurance (Number of policies)	⬇
<input type="checkbox"/>	Travel insurance (Number of policies)	
<input type="checkbox"/>	Professional indemnity insurance (Number of policies)	

Not all product groups shown

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► Features to help make completing the form easier

- 1 The primary business type your business identified with last year will carry forward automatically – no action is required unless you wish to change it
- 2 The business size information provided by your business last year will also show automatically – select either Yes to enter an updated value or No to leave it unchanged

Suggested **Number of representatives** ⓘ
Our records show: **14** Change? Yes No

Gross written premium on insurance ⓘ

Total income earned on client insurance premiums ⓘ

Annual (in-force) life insurance premium income ⓘ

Suggested **Client loan portfolio** ⓘ
Our records show: **\$ 24,000,000** Change? Yes No

Suggested Client loans under management ⓘ

- 3 Any other financial information that may be relevant (based on your selected primary business activity) will be highlighted – look for the **Suggested** icons

Note: If suggested options do *not* apply to your business simply disregard them. But be sure to complete all options that *do* apply to your business, even if they are not highlighted

- 4 The business size measures for base levy calculation and comparative reporting are linked – so you will only see product groups that relate to the financial values you provide

Client loan portfolio ⓘ

Our records show: **\$24,000,000** Change? Yes No New Value: **\$26,000,000** Edit

Select product groups which apply to your business

Business finance (Number of retail small business non-consumer customer accounts) ⓘ

Consumer loans (Number of loan accounts) ⓘ

Credit cards (Number of credit card accounts)

Housing finance (Number of home loan accounts) ⓘ

Our records show: **489** Change? Yes No

- 5 Blue help buttons – click on these for a full description of the information required at each step

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► Information you will need to complete the assessment

- From the business activity list below click an activity that is relevant to your business
- You will be taken to a page which sets out the information we require for that business type
- Make a note of the information requirements relevant to your business
- If more than one activity applies follow the links provided to repeat this process

Accountant	Managed discretionary account operator
Administration services provider	Managed investments scheme operator / fund manager
Bank	Mortgage aggregator
Building society	Mortgage broker
Charity / community fund	Mortgage manager
Clearing / settlement house	Mortgage originator
Corporate advisor	Non-cash payment system provider
Cover holder	Pooled superannuation trust
Credit provider	Private health insurer
Credit reporting agency	Product distributor
Credit union	Product issuer
Custodial and depository service	Professional indemnity insurer
Debt collector or buyer	Provider of lender of record services
Derivatives dealer	Reinsurer / reinsurance agent
Finance broker	Research house
Financial advisor / planner	Securities dealer
Foreign exchange dealer	Stockbroker
Friendly society	Superannuation fund trustee / advisor
General insurance broker	Travellers cheques / foreign currency transfer provider
General insurer	Timeshare scheme operator
Life insurance broker	Trustee
Life insurer	Warranty provider
Make a market	Underwriting agency

► **Important** – please read ►

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► **Important – please note**

① Retail market only

The information you supply should relate only to products and services your business provides to individuals and small businesses (defined as those that had less than 100 employees if the business is or includes the manufacture of goods; or otherwise had less than 20 employees).

② Single entries only

Please do not count any values twice in the assessment. In the unlikely event you feel a value could go in more than one place, please ensure you enter it in only one location.

③ Relevant period

The figures to be provided are for the year ending 30 June 2016, or as at 30 June 2016.

[Return to information you will need to complete the assessment](#) ▼

Information you will need to complete the assessment if your business activities include:

- ▶ Administration services provider
- ▶ Credit reporting agency
- ▶ Research house
- ▶ Trustee

1 For the calculation of your base levy

We need the values listed below that apply to your business (a minimum of one value is required)

Number of representatives

The total number of representatives, employees, agents and/or independent contractors engaged in the selling, advising and distribution of your products and/or services.

2 For comparative reporting purposes

We need the values listed below that apply to your business (a minimum of one value is required)

Not applicable

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Information you will need to complete the assessment if your business activities include:

- ▶ Bank
- ▶ Building society
- ▶ Charity / community fund
- ▶ Clearing / settlement house
- ▶ Corporate advisor
- ▶ Credit union
- ▶ Custodial and depository service
- ▶ Managed investments scheme operator / fund manager

1 For the calculation of your base levy

We need the values listed below that apply to your business (a minimum of one value is required)

Number of representatives

The total number of representatives, employees, agents and/or independent contractors engaged in the selling, advising and distribution of your products and/or services.

Client loan portfolio

Include the size of the loan portfolio as a result of **direct lending** to customers by credit providers such as banks and finance companies.

Client loans under management

If your business activities include being a:

- **mortgage broker, finance broker or mortgage originator** you will need to provide the total value of the loans you have written in the last 12 months
- **mortgage manager or mortgage aggregator**, you will need to provide the total value of the loans you are managing
- **debt collection agency**, you will need to provide the total value of the loan book you are trying to collect (whether on behalf of others or where assigned to you)

Client funds held in deposits

You will need to identify any client funds held in deposits by your business.

Client funds under advice

You will need to identify the total amount of client funds that were handled by your business.

Client funds under management

If your business activities include being a **fund manager** you will need to identify client investment funds under management

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2 For comparative reporting purposes

We need the values listed below that apply to your business (a minimum of one value is required)

Business finance – number of accounts

“Small business” is defined in the FOS [Terms of Reference](#) (and the *Corporations Act*) as a business that: “(a) if the business is or includes the manufacture of goods: had less than 100 employees; or (b) otherwise: had less than 20 employees.”

We do not require data at this stage as we have not reached agreement with industry for a common approach to identifying relevant portfolios. This option does not appear in the assessment.

The products included in this category are:

- Business credit cards
- Business loans
- Commercial bills
- Hire purchase / lease
- Letters of credit
- Lines of credit / overdrafts
- Non FSP debts
- Bank guarantees
- Business guarantees
- Merchant facilities

Consumer loans – number of accounts

We need the number of loan accounts held including accounts described as:

- Hire purchase / lease
- Interest free finance
- Non-financial service debts (eg telecommunications, utilities)
- Lines of credit / overdrafts
- Personal loans
- Short term finance
- Consumer guarantees

Explanatory notes

- This count should cover personal loan accounts only as the business finance product table includes small business accounts
- Non-financial service debts may be relevant if you are a debt purchaser. It should include consumer debts only and not business debts

Credit cards – number of accounts

We need the number of credit card accounts held including accounts described as:

- Credit cards
- Loyalty programs

Explanatory notes

- Supplementary cardholders should not be included in this count as a dispute should be lodged in the account holder's name, not the supplementary cardholder's
- Jointly held accounts count as one account as you need to count the number of accounts rather than the number of customers
- As loyalty programs are a service which may be offered as part of the credit card facility, the inclusion of loyalty programs should not vary the total number of credit card accounts as accounts should not be counted twice
- The count should include personal credit card accounts only as the business finance product table includes business credit cards

The count should not include scheme debit cards as these should be counted in the deposit taking / payment systems table.

Housing finance – number of home loan accounts

We need the number of home loan accounts held including:

- Construction loans
- Equity release
- Home loans
- Investment property loans

□ **Margin loans – number of investor accounts**

We need the number of investor accounts held with a margin lending facility.

□ **Deposit taking / payment systems – number of retail customer accounts**

We need the number of retail customer accounts held including accounts described as:

- Passbook accounts
- Personal transaction accounts
- Scheme debit card accounts
- Business transaction accounts
- Foreign currency accounts
- Mortgage offset accounts
- Bank bills
- Cash management accounts
- First home buyer accounts
- Online accounts
- Term deposits
- Stored value cards

These accounts would generally offer the following types of facilities/transactions:

- ATM
- Counter transactions
- Bank drafts
- Cheques
- Direct debits
- EFTPOS
- Electronic banking
- Foreign currency transfers
- Telegraphic transfers
- Non-cash systems
- Travellers' cheques

Explanatory notes

- We do not require data about the number of transactions
- All accounts in relation to which a customer could conduct a transaction or make a complaint need to be included in the count of accounts. This does not include closed accounts.

□ **Derivatives / hedging and securities – number of investor accounts**

We need the number of investor accounts held including accounts described as:

- Contracts for difference
- Foreign exchange
- Forwards
- Futures
- Options
- Swaps
- Bills of exchange
- Bonds
- Debentures
- Exchange traded funds
- Promissory notes
- Shares
- Warrants

□ **Superannuation (product) – number of retail investor accounts**

We do not require data at this stage as we have not reached agreement with industry for a common approach to identifying relevant portfolios. This option does not appear in the assessment.

We anticipate we will need two measures, the number of retail investor accounts handled through:

1. the issue of a product and/or
2. the provision of advice

The products which may have been issued or in relation to which advice may have been given include:

- Account based pensions
- Approved deposit funds
- Corporate funds
- Industry funds
- Pooled trusts
- Retail funds
- Retirement savings accounts
- Self-managed funds

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Explanatory notes

To accommodate the fact that some financial services providers (FSP):

- provide advice about managed investment products
- issue managed investment products, and
- both provide advice and issue products,

the size of an FSP's business for this product group may need to be measured in terms of:

- the number of investor accounts an FSP had issued at 30 June,
- the number of clients under advice at 30 June.

Superannuation (advice) – number of retail investor accounts

See **Superannuation (product)** above

Managed investments (product) – number of retail investor accounts

We do not require data at this stage as we have not reached agreement with industry for a common approach to identifying relevant portfolios. This option does not appear in the assessment.

We anticipate we will need two measures, the number of retail investor accounts handled through:

1. the issue of a product and/or
2. the provision of advice

The products which may have been issued or in relation to which advice may have been given include:

- Australian equity funds
- Cash management accounts
- Charitable/ educational schemes
- Film schemes
- Horse schemes
- International equity funds
- Investor direct portfolio services
- Managed discretionary accounts
- Mixed asset fund/s
- Mortgage schemes
- Primary production schemes
- Property funds
- Trustee common funds

Explanatory notes

To accommodate the fact that some financial services providers (FSP):

- provide advice about managed investment products
- issue managed investment products, and
- both provide advice and issue products,

the size of an FSP's business for this product group may need to be measured in terms of:

- the number of investor accounts an FSP had issued at 30 June,
- the number of clients under advice at 30 June.

Managed investments (advice) – number of retail investor accounts

See **Managed investments (product)** above

Timeshare and strata title schemes – number of consumer contracts

We do not require data at this stage. This option does not appear in the assessment.

If we require it in the future we would need the number of consumer contracts on foot including contracts in relation to:

- Managed strata title schemes
- Timeshare schemes

Information you will need to complete the assessment if your business activities include:

- ▶ Cover holder
- ▶ Professional indemnity insurer
- ▶ Reinsurer / reinsurance agent
- ▶ Underwriting agency

1 For the calculation of your base levy

We need the values listed below that apply to your business (a minimum of one value is required)

Number of representatives

The total number of representatives, employees, agents and/or independent contractors engaged in the selling, advising and distribution of your products and/or services.

Gross written premium on insurance

If your business activities include being a **general insurer / underwriter**, you will need to include the gross written premium on insurance written by your business. This includes premiums for:

- Retail general insurance policy;
- Residential strata title insurance product;
- Small business insurance product;
- Medical indemnity insurance product.

Further details on the definition of these terms can be found in our [Terms of Reference](#) (Section F – 14.1 Defined Terms).

2 For comparative reporting purposes

We need the values listed below that apply to your business (a minimum of one value is required)

Consumer credit insurance – number of policies

We need the number of policies in force.

Home building insurance – number of policies

We need the total of:

- the number of individual home building policies which were in force at 30 June, **plus**
- for residential strata title policies, the number of apartments or units covered (not the number of policies) under policies in force at 30 June

Explanatory notes

A combined home product which is contents and building needs to be counted for each of:

- Home building
- Home contents

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□ Home contents insurance – number of policies

We need the number of policies in force.

Explanatory notes

A combined home product which is contents and building needs to be counted for each of:

- Home building
- Home contents

□ Motor vehicle insurance – number of policies

We need the total of:

- the number of policies for individuals which were in force at 30 June, **plus**
- for group policies, the number of vehicles covered (not the number of policies) under policies in force at 30 June

which include the following motor vehicle products:

- Comprehensive
- Third party fire and theft
- Third party property damage

Explanatory notes

Counting the number of vehicles covered rather than the number of policies for group policies gives a more accurate representation of the number of people covered during the whole year – and hence of the number of people who could have brought a dispute to FOS during the year.

□ Personal and domestic property insurance – number of policies

We need the number of policies in force including policies described as:

- Caravan
- Moveables
- Trailer
- Horse
- Pet
- Valuables
- Mobile phone
- Pleasure craft

□ Sickness and accident insurance – number of policies

We need the total of:

- the number of policies for individuals which were in force at 30 June, plus
- for group policies, the number of people covered (not the number of policies) under policies in force at 30 June.

Explanatory notes

Counting the number of people covered rather than the number of policies for group policies gives a more accurate representation of the number of people covered during the whole year – and hence of the number of people who could have brought a dispute to FOS during the year.

□ Small business / farm insurance – number of policies

“Small business” is defined in the FOS [Terms of Reference](#) (and the *Corporations Act*) as a business that: “(a) if the business is or includes the manufacture of goods: had less than 100 employees; or (b) otherwise: had less than 20 employees.”

We do not require data at this stage as we have not reached agreement with industry for a common approach to identifying relevant portfolios. This option does not appear in the assessment.

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The products included in this category are:

- Commercial vehicles
- Computer and electronic breakdown
- Contractors all risk
- Fire or accidental damage
- Glass
- Industrial special risk
- Land transit
- Livestock
- Loss of profits / business interruption
- Machinery breakdowns
- Money
- Public liability
- Theft

Travel insurance – number of policies

We need the total of:

- the number of policies issued for individuals between 1 July and 30 June, **plus**
- for group policies, the number of people covered (not the number of policies) under policies in force between 1 July and 30 June

Explanatory notes

- We use the number of policies for a full year, rather than the number at 30 June because travel insurance policies generally only last for a few days or weeks. Taking a snapshot at 30 June or any other date would mean the data would not accurately represent the number of people covered during the whole year and hence the number of people who could have brought a dispute to FOS during the year.
- For credit card linked travel policies, where the travel cover is inactive until the credit card holder meets the conditions that will activate the travel cover attached to the card, we need your best estimate of the number of accounts likely to have been activated.

Professional indemnity insurance – number of policies

We need the number of policies in force for medical indemnity cover.

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Information you will need to complete the assessment if your business activities include:

- ▶ Credit provider

1 For the calculation of your base levy

We need the values listed below that apply to your business (a minimum of one value is required)

Number of representatives

The total number of representatives, employees, agents and/or independent contractors engaged in the selling, advising and distribution of your products and/or services.

Client loan portfolio

Include the size of the loan portfolio as a result of **direct lending** to customers by credit providers such as banks and finance companies.

Client funds held in deposits

You will need to identify any client funds held in deposits by your business.

2 For comparative reporting purposes

We need the values listed below that apply to your business (a minimum of one value is required)

Business finance – number of accounts

“Small business” is defined in the FOS [Terms of Reference](#) (and the *Corporations Act*) as a business that: “(a) if the business is or includes the manufacture of goods: had less than 100 employees; or (b) otherwise: had less than 20 employees.”

We do not require data at this stage as we have not reached agreement with industry for a common approach to identifying relevant portfolios. This option does not appear in the assessment.

The products included in this category are:

- Business credit cards
- Business loans
- Commercial bills
- Hire purchase / lease
- Letters of credit
- Lines of credit / overdrafts
- Non FSP debts
- Bank guarantees
- Business guarantees
- Merchant facilities

Consumer loans – number of accounts

We need the number of loan accounts held including accounts described as:

- Hire purchase / lease
- Interest free finance
- Non-financial service debts (eg telecommunications, utilities)
- Lines of credit / overdrafts
- Personal loans
- Short term finance
- Consumer guarantees

Explanatory notes

- This count should cover personal loan accounts only as the business finance product table includes small business accounts
- Non-financial service debts may be relevant if you are a debt purchaser. It should include consumer debts only and not business debts

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□ Credit cards – number of accounts

We need the number of credit card accounts held including accounts described as:

- Credit cards
- Loyalty programs

Explanatory notes

- Supplementary cardholders should not be included in this count as a dispute should be lodged in the account holder's name, not the supplementary cardholder's
- Jointly held accounts count as one account as you need to count the number of accounts rather than the number of customers
- As loyalty programs are a service which may be offered as part of the credit card facility, the inclusion of loyalty programs should not vary the total number of credit card accounts as accounts should not be counted twice
- The count should include personal credit card accounts only as the business finance product table includes business credit cards

The count should not include scheme debit cards as these should be counted in the deposit taking / payment systems table.

□ Housing finance – number of home loan accounts

We need the number of home loan accounts held including:

- Construction loans
- Home loans
- Equity release
- Investment property loans

□ Margin loans – number of investor accounts

We need the number of investor accounts held with a margin lending facility.

□ Deposit taking / payment systems – number of retail customer accounts

We need the number of retail customer accounts held including accounts described as:

- Passbook accounts
- Foreign currency accounts
- First home buyer accounts
- Personal transaction accounts
- Mortgage offset accounts
- Online accounts
- Scheme debit card accounts
- Bank bills
- Term deposits
- Business transaction accounts
- Cash management accounts
- Stored value cards

These accounts would generally offer the following types of facilities/transactions:

- ATM
- Direct debits
- Telegraphic transfers
- Counter transactions
- EFTPOS
- Non-cash systems
- Bank drafts
- Electronic banking
- Travellers' cheques
- Cheques
- Foreign currency transfers

Explanatory notes

- We do not require data about the number of transactions
- All accounts in relation to which a customer could conduct a transaction or make a complaint need to be included in the count of accounts. This does not include closed accounts.

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Information you will need to complete the assessment if your business activities include:

- ▶ Debt collector or buyer
- ▶ Finance broker
- ▶ Mortgage aggregator
- ▶ Mortgage broker
- ▶ Mortgage manager
- ▶ Mortgage originator
- ▶ Provider of lender of record services

1 For the calculation of your base levy

We need the values listed below that apply to your business (a minimum of one value is required)

Number of representatives

The total number of representatives, employees, agents and/or independent contractors engaged in the selling, advising and distribution of your products and/or services.

Client loans under management

If your business activities include being a:

- **mortgage broker, finance broker or mortgage originator** you will need to provide the total value of the loans you have written in the last 12 months
- **mortgage manager or mortgage aggregator**, you will need to provide the total value of the loans you are managing
- **debt collection agency**, you will need to provide the total value of the loan book you are trying to collect (whether on behalf of others or where assigned to you)

2 For comparative reporting purposes

We need the values listed below that apply to your business (a minimum of one value is required)

Business finance – number of accounts

“Small business” is defined in the FOS [Terms of Reference](#) (and the *Corporations Act*) as a business that: “(a) if the business is or includes the manufacture of goods: had less than 100 employees; or (b) otherwise: had less than 20 employees.”

We do not require data at this stage as we have not reached agreement with industry for a common approach to identifying relevant portfolios. This option does not appear in the assessment.

The products included in this category are:

- Business credit cards
- Business loans
- Commercial bills
- Hire purchase / lease
- Letters of credit
- Lines of credit / overdrafts
- Non FSP debts
- Bank guarantees
- Business guarantees
- Merchant facilities

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❑ **Consumer loans – number of accounts**

We need the number of loan accounts held including accounts described as:

- Hire purchase / lease
- Interest free finance
- Non-financial service debts (eg telecommunications, utilities)
- Lines of credit / overdrafts
- Personal loans
- Short term finance
- Consumer guarantees

Explanatory notes

- This count should cover personal loan accounts only as the business finance product table includes small business accounts
- Non-financial service debts may be relevant if you are a debt purchaser. It should include consumer debts only and not business debts

❑ **Credit cards – number of accounts**

We need the number of credit card accounts held including accounts described as:

- Credit cards
- Loyalty programs

Explanatory notes

- Supplementary cardholders should not be included in this count as a dispute should be lodged in the account holder's name, not the supplementary cardholder's
- Jointly held accounts count as one account as you need to count the number of accounts rather than the number of customers
- As loyalty programs are a service which may be offered as part of the credit card facility, the inclusion of loyalty programs should not vary the total number of credit card accounts as accounts should not be counted twice
- The count should include personal credit card accounts only as the business finance product table includes business credit cards

The count should not include scheme debit cards as these should be counted in the deposit taking / payment systems table.

❑ **Housing finance – number of home loan accounts**

We need the number of home loan accounts held including:

- Construction loans
- Equity release
- Home loans
- Investment property loans

❑ **Margin loans – number of investor accounts**

We need the number of investor accounts held with a margin lending facility.

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Information you will need to complete the assessment if your business activities include:

- ▶ Derivatives dealer
- ▶ Make a market
- ▶ Securities dealer
- ▶ Stockbroker
- ▶ Superannuation fund trustee / advisor

1 For the calculation of your base levy

We need the values listed below that apply to your business (a minimum of one value is required)

Number of representatives

The total number of representatives, employees, agents and/or independent contractors engaged in the selling, advising and distribution of your products and/or services.

Client funds under advice

If your business activities include being an adviser or dealer such as:

- accountants
- financial planners
- stockbrokers and
- securities dealers

you will need to identify the total amount of client funds that were handled by your business.

2 For comparative reporting purposes

We need the values listed below that apply to your business (a minimum of one value is required)

Derivatives / hedging and securities – number of investor accounts

We need the number of investor accounts held including accounts described as:

- Contracts for difference
- Foreign exchange
- Forwards
- Futures
- Options
- Swaps
- Bills of exchange
- Bonds
- Debentures
- Exchange traded funds
- Promissory notes
- Shares
- Warrants

Superannuation (product) – number of retail investor accounts

We do not require data at this stage as we have not reached agreement with industry for a common approach to identifying relevant portfolios. This option does not appear in the assessment.

We anticipate we will need two measures, the number of retail investor accounts handled through:

1. the issue of a product and/or
2. the provision of advice

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The products which may have been issued or in relation to which advice may have been given include:

- Account based pensions
- Approved deposit funds
- Corporate funds
- Industry funds
- Pooled trusts
- Retail funds
- Retirement savings accounts
- Self-managed funds

Explanatory notes

To accommodate the fact that some financial services providers (FSP):

- provide advice about managed investment products
- issue managed investment products, and
- both provide advice and issue products,

the size of an FSP's business for this product group may need to be measured in terms of:

- the number of investor accounts an FSP had issued at 30 June,
- the number of clients under advice at 30 June.

Superannuation (advice) – number of retail investor accounts

See **Superannuation (product)** above

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Information you will need to complete the assessment if your business activities include:

- ▶ General insurance broker
- ▶ Life insurance broker
- ▶ Warranty provider

1 For the calculation of your base levy

We need the values listed below that apply to your business (a minimum of one value is required)

Number of representatives

The total number of representatives, employees, agents and/or independent contractors engaged in the selling, advising and distribution of your products and/or services.

Total income earned on client insurance premiums

You will need to include the income that your business receives from the premiums such as fees, commissions and brokerage. Do not include the total premiums themselves.

2 For comparative reporting purposes

We need the values listed below that apply to your business (a minimum of one value is required)

Consumer credit insurance – number of policies

We need the number of policies in force.

Home building insurance – number of policies

We need the total of:

- the number of individual home building policies which were in force at 30 June, **plus**
- for residential strata title policies, the number of apartments or units covered (not the number of policies) under policies in force at 30 June

Explanatory notes

A combined home product which is contents and building needs to be counted for each of:

- Home building
- Home contents

Home contents insurance – number of policies

We need the number of policies in force.

Explanatory notes

A combined home product which is contents and building needs to be counted for each of:

- Home building
- Home contents

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□ **Motor vehicle insurance – number of policies**

We need the total of:

- the number of policies for individuals which were in force at 30 June, **plus**
- for group policies, the number of vehicles covered (not the number of policies) under policies in force at 30 June

which include the following motor vehicle products:

- Comprehensive
- Third party fire and theft
- Third party property damage

Explanatory notes

Counting the number of vehicles covered rather than the number of policies for group policies gives a more accurate representation of the number of people covered during the whole year – and hence of the number of people who could have brought a dispute to FOS during the year.

□ **Personal and domestic property insurance – number of policies**

We need the number of policies in force including policies described as:

- Caravan
- Horse
- Mobile phone
- Moveables
- Pet
- Pleasure craft
- Trailer
- Valuables

□ **Sickness and accident insurance – number of policies**

We need the total of:

- the number of policies for individuals which were in force at 30 June, plus
- for group policies, the number of people covered (not the number of policies) under policies in force at 30 June.

Explanatory notes

Counting the number of people covered rather than the number of policies for group policies gives a more accurate representation of the number of people covered during the whole year – and hence of the number of people who could have brought a dispute to FOS during the year.

□ **Small business / farm insurance – number of policies**

“Small business” is defined in the FOS [Terms of Reference](#) (and the *Corporations Act*) as a business that: “(a) if the business is or includes the manufacture of goods: had less than 100 employees; or (b) otherwise: had less than 20 employees.”

We do not require data at this stage as we have not reached agreement with industry for a common approach to identifying relevant portfolios. This option does not appear in the assessment.

The products included in this category are:

- Commercial vehicles
- Computer and electronic breakdown
- Contractors all risk
- Fire or accidental damage
- Glass
- Industrial special risk
- Land transit
- Livestock
- Loss of profits / business interruption
- Machinery breakdowns
- Money
- Public liability
- Theft

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□ **Travel insurance – number of policies**

We need the total of:

- the number of policies issued for individuals between 1 July and 30 June, **plus**
- for group policies, the number of people covered (not the number of policies) under policies in force between 1 July and 30 June

Explanatory notes

- We use the number of policies for a full year, rather than the number at 30 June because travel insurance policies generally only last for a few days or weeks. Taking a snapshot at 30 June or any other date would mean the data would not accurately represent the number of people covered during the whole year and hence the number of people who could have brought a dispute to FOS during the year.
- For credit card linked travel policies, where the travel cover is inactive until the credit card holder meets the conditions that will activate the travel cover attached to the card, we need your best estimate of the number of accounts likely to have been activated.

□ **Professional indemnity insurance – number of policies**

We need the number of policies in force for medical indemnity cover.

□ **Life insurance – number of policies**

We need the total of:

- the number of policies for individuals which were in force at 30 June, **plus**
- for group policies, the number of people covered (not the number of policies) under policies in force at 30 June

which include the following products:

- Annuities
- Endowments
- Funeral plans
- Income protection
- Scholarship funds
- Term life
- Total and permanent disability
- Trauma
- Whole of life

but excludes:

- Consumer credit

Explanatory notes

For group policies, we count the number of people covered rather than the number of policies as this gives a more accurate representation of the number of people covered during the whole year – and hence of the number of people who could have brought a dispute to FOS during the year.

□ **Extended warranties – number of policies**

We need the number of policies in force.

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Information you will need to complete the assessment if your business activities include:

- ▶ Accountant
- ▶ Financial advisor / planner

1 For the calculation of your base levy

We need the values listed below that apply to your business (a minimum of one value is required)

Number of representatives

The total number of representatives, employees, agents and/or independent contractors engaged in the selling, advising and distribution of your products and/or services.

Total income earned on client insurance premiums

You will need to include the income that your business receives from the premiums such as fees, commissions and brokerage. Do not include the total premiums themselves.

Client funds under advice

If your business activities include being an adviser or dealer such as:

- accountants
- financial planners
- stockbrokers and
- securities dealers

you will need to identify the total amount of client funds that were handled by your business.

2 For comparative reporting purposes

We need the values listed below that apply to your business (a minimum of one value is required)

Consumer credit insurance – number of policies

We need the number of policies in force.

Home building insurance – number of policies

We need the total of:

- the number of individual home building policies which were in force at 30 June, **plus**
- for residential strata title policies, the number of apartments or units covered (not the number of policies) under policies in force at 30 June

Explanatory notes

A combined home product which is contents and building needs to be counted for each of:

- Home building
- Home contents

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□ Home contents insurance – number of policies

We need the number of policies in force.

Explanatory notes

A combined home product which is contents and building needs to be counted for each of:

- Home building
- Home contents

□ Motor vehicle insurance – number of policies

We need the total of:

- the number of policies for individuals which were in force at 30 June, **plus**
- for group policies, the number of vehicles covered (not the number of policies) under policies in force at 30 June

which include the following motor vehicle products:

- Comprehensive
- Third party fire and theft
- Third party property damage

Explanatory notes

Counting the number of vehicles covered rather than the number of policies for group policies gives a more accurate representation of the number of people covered during the whole year – and hence of the number of people who could have brought a dispute to FOS during the year.

□ Personal and domestic property insurance – number of policies

We need the number of policies in force including policies described as:

- Caravan
- Moveables
- Trailer
- Horse
- Pet
- Valuables
- Mobile phone
- Pleasure craft

□ Sickness and accident insurance – number of policies

We need the total of:

- the number of policies for individuals which were in force at 30 June, plus
- for group policies, the number of people covered (not the number of policies) under policies in force at 30 June.

Explanatory notes

Counting the number of people covered rather than the number of policies for group policies gives a more accurate representation of the number of people covered during the whole year – and hence of the number of people who could have brought a dispute to FOS during the year.

□ Small business / farm insurance – number of policies

“Small business” is defined in the FOS [Terms of Reference](#) (and the *Corporations Act*) as a business that: “(a) if the business is or includes the manufacture of goods: had less than 100 employees; or (b) otherwise: had less than 20 employees.”

We do not require data at this stage as we have not reached agreement with industry for a common approach to identifying relevant portfolios. This option does not appear in the assessment.

The products included in this category are:

- Commercial vehicles
- Industrial special risk
- Money
- Computer and electronic breakdown
- Land transit
- Public liability
- Contractors all risk
- Livestock
- Theft
- Fire or accidental damage
- Loss of profits / business interruption
- Glass
- Machinery breakdowns

□ **Travel insurance – number of policies**

We need the total of:

- the number of policies issued for individuals between 1 July and 30 June, **plus**
- for group policies, the number of people covered (not the number of policies) under policies in force between 1 July and 30 June

Explanatory notes

- We use the number of policies for a full year, rather than the number at 30 June because travel insurance policies generally only last for a few days or weeks. Taking a snapshot at 30 June or any other date would mean the data would not accurately represent the number of people covered during the whole year and hence the number of people who could have brought a dispute to FOS during the year.
- For credit card linked travel policies, where the travel cover is inactive until the credit card holder meets the conditions that will activate the travel cover attached to the card, we need your best estimate of the number of accounts likely to have been activated.

□ **Professional indemnity insurance – number of policies**

We need the number of policies in force for medical indemnity cover.

□ **Life insurance – number of policies**

We need the total of:

- the number of policies for individuals which were in force at 30 June, **plus**
- for group policies, the number of people covered (not the number of policies) under policies in force at 30 June

which include the following products:

- Annuities
- Endowments
- Funeral plans
- Income protection
- Scholarship funds
- Term life
- Total and permanent disability
- Trauma
- Whole of life

but excludes:

- Consumer credit

Explanatory notes

For group policies, we count the number of people covered rather than the number of policies as this gives a more accurate representation of the number of people covered during the whole year – and hence of the number of people who could have brought a dispute to FOS during the year.

□ **Extended warranties – number of policies**

We need the number of policies in force.

□ **Derivatives / hedging and securities – number of investor accounts**

We need the number of investor accounts held including accounts described as:

- Contracts for difference
- Foreign exchange
- Forwards
- Futures
- Options
- Swaps
- Bills of exchange
- Bonds
- Debentures
- Exchange traded funds
- Promissory notes
- Shares
- Warrants

□ **Superannuation (product) – number of retail investor accounts**

We do not require data at this stage as we have not reached agreement with industry for a common approach to identifying relevant portfolios. This option does not appear in the assessment.

We anticipate we will need two measures, the number of retail investor accounts handled through:

1. the issue of a product and/or
2. the provision of advice

The products which may have been issued or in relation to which advice may have been given include:

- Account based pensions
- Industry funds
- Retirement savings accounts
- Approved deposit funds
- Pooled trusts
- Self-managed funds
- Corporate funds
- Retail funds

Explanatory notes

To accommodate the fact that some financial services providers (FSP):

- provide advice about managed investment products
- issue managed investment products, and
- both provide advice and issue products,

the size of an FSP's business for this product group may need to be measured in terms of:

- the number of investor accounts an FSP had issued at 30 June,
- the number of clients under advice at 30 June.

□ **Superannuation (advice) – number of retail investor accounts**

See **Superannuation (product) above**

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Information you will need to complete the assessment if your business activities include:

- ▶ Foreign exchange dealer

1 For the calculation of your base levy

We need the values listed below that apply to your business (a minimum of one value is required)

Number of representatives

The total number of representatives, employees, agents and/or independent contractors engaged in the selling, advising and distribution of your products and/or services.

Client funds held in deposits

If your business activities include being a deposit taking institution, you will need to identify any client funds held in deposits by your business.

Client funds under advice

You will need to identify the total amount of client funds that were handled by your business.

2 For comparative reporting purposes

We need the values listed below that apply to your business (a minimum of one value is required)

Deposit taking / payment systems – number of retail customer accounts

We need the number of retail customer accounts held including accounts described as:

- Passbook accounts
- Personal transaction accounts
- Scheme debit card accounts
- Business transaction accounts
- Foreign currency accounts
- Mortgage offset accounts
- Bank bills
- Cash management accounts
- First home buyer accounts
- Online accounts
- Term deposits
- Stored value cards

These accounts would generally offer the following types of facilities/transactions:

- ATM
- Counter transactions
- Bank drafts
- Cheques
- Direct debits
- EFTPOS
- Electronic banking
- Foreign currency transfers
- Telegraphic transfers
- Non-cash systems
- Travellers' cheques

Explanatory notes

- We do not require data about the number of transactions
- All accounts in relation to which a customer could conduct a transaction or make a complaint need to be included in the count of accounts. This does not include closed accounts.

Derivatives / hedging and securities – number of investor accounts

We need the number of investor accounts held including accounts described as:

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- Contracts for difference
- Foreign exchange
- Forwards
- Futures
- Options
- Swaps
- Bills of exchange
- Bonds
- Debentures
- Exchange traded funds
- Promissory notes
- Shares
- Warrants

□ **Superannuation (product) – number of retail investor accounts**

We do not require data at this stage as we have not reached agreement with industry for a common approach to identifying relevant portfolios. This option does not appear in the assessment.

We anticipate we will need two measures, the number of retail investor accounts handled through:

1. the issue of a product and/or
2. the provision of advice

The products which may have been issued or in relation to which advice may have been given include:

- Account based pensions
- Approved deposit funds
- Corporate funds
- Industry funds
- Pooled trusts
- Retail funds
- Retirement savings accounts
- Self-managed funds

Explanatory notes

To accommodate the fact that some financial services providers (FSP):

- provide advice about managed investment products
- issue managed investment products, and
- both provide advice and issue products,

the size of an FSP's business for this product group may need to be measured in terms of:

- the number of investor accounts an FSP had issued at 30 June,
- the number of clients under advice at 30 June.

□ **Superannuation (advice) – number of retail investor accounts**

See **Superannuation (product)** above

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Information you will need to complete the assessment if your business activities include:

- ▶ Friendly society

1 For the calculation of your base levy

We need the values listed below that apply to your business (a minimum of one value is required)

Number of representatives

The total number of representatives, employees, agents and/or independent contractors engaged in the selling, advising and distribution of your products and/or services.

Gross written premium on insurance

You will need to include the gross written premium on insurance written by your business. This includes premiums for:

- Retail general insurance policy;
- Residential strata title insurance product;
- Small business insurance product;
- Medical indemnity insurance product.

Further details on the definition of these terms can be found in our [Terms of Reference](#) (Section F – 14.1 Defined Terms).

Annual (in-force) life insurance premiums

You will need to identify the annual (in-force) life insurance premiums written by your business.

Client loan portfolio

Include the size of the loan portfolio as a result of **direct lending** to customers by credit providers such as banks and finance companies.

Client loans under management

If your business activities include being a:

- **mortgage broker, finance broker or mortgage originator** you will need to provide the total value of the loans you have written in the last 12 months
- **mortgage manager or mortgage aggregator**, you will need to provide the total value of the loans you are managing
- **debt collection agency**, you will need to provide the total value of the loan book you are trying to collect (whether on behalf of others or where assigned to you)

Client funds held in deposits

If your business activities include being a deposit taking institution, you will need to identify any client funds held in deposits by your business.

Client funds under advice

If your business activities include being an adviser or dealer such as **accountants, financial planners, stockbrokers** and **securities dealers** you will need to identify the total amount of client funds that were handled by your business.

Client funds under management

If your business activities include being a **fund manager** you will need to identify client investment funds under management

▶ Return to list of all business activities

Continues ▶

2 For comparative reporting purposes

We need the values listed below that apply to your business (a minimum of one value is required)

Consumer credit insurance – number of policies

We need the number of policies in force.

Home building insurance – number of policies

We need the total of:

- the number of individual home building policies which were in force at 30 June, **plus**
- for residential strata title policies, the number of apartments or units covered (not the number of policies) under policies in force at 30 June

Explanatory notes

A combined home product which is contents and building needs to be counted for each of:

- Home building
- Home contents

Home contents insurance – number of policies

We need the number of policies in force.

Explanatory notes

A combined home product which is contents and building needs to be counted for each of:

- Home building
- Home contents

Motor vehicle insurance – number of policies

We need the total of:

- the number of policies for individuals which were in force at 30 June, **plus**
- for group policies, the number of vehicles covered (not the number of policies) under policies in force at 30 June

which include the following motor vehicle products:

- Comprehensive
- Third party fire and theft
- Third party property damage

Explanatory notes

Counting the number of vehicles covered rather than the number of policies for group policies gives a more accurate representation of the number of people covered during the whole year – and hence of the number of people who could have brought a dispute to FOS during the year.

Personal and domestic property insurance – number of policies

We need the number of policies in force including policies described as:

- Caravan
- Horse
- Mobile phone
- Moveables
- Pet
- Pleasure craft
- Trailer
- Valuables

Sickness and accident insurance – number of policies

We need the total of:

- the number of policies for individuals which were in force at 30 June, **plus**
- for group policies, the number of people covered (not the number of policies) under policies in force at 30 June.

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Explanatory notes

Counting the number of people covered rather than the number of policies for group policies gives a more accurate representation of the number of people covered during the whole year – and hence of the number of people who could have brought a dispute to FOS during the year.

□ **Small business / farm insurance – number of policies**

“Small business” is defined in the FOS [Terms of Reference](#) (and the *Corporations Act*) as a business that: “(a) if the business is or includes the manufacture of goods: had less than 100 employees; or (b) otherwise: had less than 20 employees.”

We do not require data at this stage as we have not reached agreement with industry for a common approach to identifying relevant portfolios. This option does not appear in the assessment.

The products included in this category are:

- Commercial vehicles
- Computer and electronic breakdown
- Contractors all risk
- Fire or accidental damage
- Glass
- Industrial special risk
- Land transit
- Livestock
- Loss of profits / business interruption
- Machinery breakdowns
- Money
- Public liability
- Theft

□ **Travel insurance – number of policies**

We need the total of:

- the number of policies issued for individuals between 1 July and 30 June, **plus**
- for group policies, the number of people covered (not the number of policies) under policies in force between 1 July and 30 June

Explanatory notes

- We use the number of policies for a full year, rather than the number at 30 June because travel insurance policies generally only last for a few days or weeks. Taking a snapshot at 30 June or any other date would mean the data would not accurately represent the number of people covered during the whole year and hence the number of people who could have brought a dispute to FOS during the year.
- For credit card linked travel policies, where the travel cover is inactive until the credit card holder meets the conditions that will activate the travel cover attached to the card, we need your best estimate of the number of accounts likely to have been activated.

□ **Professional indemnity insurance – number of policies**

We need the number of policies in force for medical indemnity cover.

□ **Life insurance – number of policies**

We need the total of:

- the number of policies for individuals which were in force at 30 June, **plus**
- for group policies, the number of people covered (not the number of policies) under policies in force at 30 June

which include the following products:

- Annuities
- Endowments
- Funeral plans
- Income protection
- Scholarship funds
- Term life
- Total and permanent disability
- Trauma
- Whole of life

but excludes:

- Consumer credit

Explanatory notes

For group policies, we count the number of people covered rather than the number of policies as this gives a more accurate representation of the number of people covered during the whole year – and hence of the number of people who could have brought a dispute to FOS during the year.

□ Business finance – number of accounts

“Small business” is defined in the FOS [Terms of Reference](#) (and the *Corporations Act*) as a business that: “(a) if the business is or includes the manufacture of goods: had less than 100 employees; or (b) otherwise: had less than 20 employees.”

We do not require data at this stage as we have not reached agreement with industry for a common approach to identifying relevant portfolios. This option does not appear in the assessment.

The products included in this category are:

- Business credit cards
- Business loans
- Commercial bills
- Hire purchase / lease
- Letters of credit
- Lines of credit / overdrafts
- Non FSP debts
- Bank guarantees
- Business guarantees
- Merchant facilities

□ Consumer loans – number of accounts

We need the number of loan accounts held including accounts described as:

- Hire purchase / lease
- Interest free finance
- Non-financial service debts (eg telecommunications, utilities)
- Lines of credit / overdrafts
- Personal loans
- Short term finance
- Consumer guarantees

Explanatory notes

- This count should cover personal loan accounts only as the business finance product table includes small business accounts
- Non-financial service debts may be relevant if you are a debt purchaser. It should include consumer debts only and not business debts

□ Credit cards – number of accounts

We need the number of credit card accounts held including accounts described as:

- Credit cards
- Loyalty programs

Explanatory notes

- Supplementary cardholders should not be included in this count as a dispute should be lodged in the account holder's name, not the supplementary cardholder's
- Jointly held accounts count as one account as you need to count the number of accounts rather than the number of customers
- As loyalty programs are a service which may be offered as part of the credit card facility, the inclusion of loyalty programs should not vary the total number of credit card accounts as accounts should not be counted twice
- The count should include personal credit card accounts only as the business finance product table includes business credit cards

The count should not include scheme debit cards as these should be counted in the deposit taking / payment systems table.

□ **Housing finance – number of home loan accounts**

We need the number of home loan accounts held including:

- Construction loans
- Home loans
- Equity release
- Investment property loans

□ **Margin loans – number of investor accounts**

We need the number of investor accounts held with a margin lending facility.

□ **Deposit taking / payment systems – number of retail customer accounts**

We need the number of retail customer accounts held including accounts described as:

- Passbook accounts
- Foreign currency accounts
- First home buyer accounts
- Personal transaction accounts
- Mortgage offset accounts
- Online accounts
- Scheme debit card accounts
- Bank bills
- Term deposits
- Business transaction accounts
- Cash management accounts
- Stored value cards

These accounts would generally offer the following types of facilities/transactions:

- ATM
- Direct debits
- Telegraphic transfers
- Counter transactions
- EFTPOS
- Non-cash systems
- Bank drafts
- Electronic banking
- Travellers' cheques
- Cheques
- Foreign currency transfers

Explanatory notes

- We do not require data about the number of transactions
- All accounts in relation to which a customer could conduct a transaction or make a complaint need to be included in the count of accounts. This does not include closed accounts.

□ **Derivatives / hedging and securities – number of investor accounts**

We need the number of investor accounts held including accounts described as:

- Contracts for difference
- Swaps
- Promissory notes
- Foreign exchange
- Bills of exchange
- Shares
- Forwards
- Bonds
- Warrants
- Futures
- Debentures
- Options
- Exchange traded funds

□ **Superannuation (product) – number of retail investor accounts**

We do not require data at this stage as we have not reached agreement with industry for a common approach to identifying relevant portfolios. This option does not appear in the assessment.

We anticipate we will need two measures, the number of retail investor accounts handled through:

1. the issue of a product and/or
2. the provision of advice

The products which may have been issued or in relation to which advice may have been given include:

- Account based pensions
- Industry funds
- Retirement savings accounts
- Approved deposit funds
- Pooled trusts
- Self-managed funds
- Corporate funds
- Retail funds

Explanatory notes

To accommodate the fact that some financial services providers (FSP):

- provide advice about managed investment products
- issue managed investment products, and
- both provide advice and issue products,

the size of an FSP's business for this product group may need to be measured in terms of:

- the number of investor accounts an FSP had issued at 30 June,
- the number of clients under advice at 30 June.

Superannuation (advice) – number of retail investor accounts

See **Superannuation (product)** above

Managed investments (product) – number of retail investor accounts

We do not require data at this stage as we have not reached agreement with industry for a common approach to identifying relevant portfolios. This option does not appear in the assessment.

We anticipate we will need two measures, the number of retail investor accounts handled through:

1. the issue of a product and/or
2. the provision of advice

The products which may have been issued or in relation to which advice may have been given include:

- Australian equity funds
- Cash management accounts
- Charitable/ educational schemes
- Film schemes
- Horse schemes
- International equity funds
- Investor direct portfolio services
- Managed discretionary accounts
- Mixed asset fund/s
- Mortgage schemes
- Primary production schemes
- Property funds
- Trustee common funds

Explanatory notes

To accommodate the fact that some financial services providers (FSP):

- provide advice about managed investment products
- issue managed investment products, and
- both provide advice and issue products,

the size of an FSP's business for this product group may need to be measured in terms of:

- the number of investor accounts an FSP had issued at 30 June,
- the number of clients under advice at 30 June.

Managed investments (advice) – number of retail investor accounts

See **Managed investments (product)** above

Timeshare and strata title schemes – number of consumer contracts

We do not require data at this stage. This option does not appear in the assessment.

If we require it in the future we would need the number of consumer contracts on foot including contracts in relation to:

- Managed strata title schemes
- Timeshare schemes

Information you will need to complete the assessment if your business activities include:

- ▶ Timeshare scheme operator

1 For the calculation of your base levy

We need the values listed below that apply to your business (a minimum of one value is required)

Number of representatives

The total number of representatives, employees, agents and/or independent contractors engaged in the selling, advising and distribution of your products and/or services.

Client funds under management

You will need to identify client investment funds under management.

2 For comparative reporting purposes

We need the values listed below that apply to your business (a minimum of one value is required)

Managed investments (product) – number of retail investor accounts

We do not require data at this stage as we have not reached agreement with industry for a common approach to identifying relevant portfolios. This option does not appear in the assessment.

We anticipate we will need two measures, the number of retail investor accounts handled through:

1. the issue of a product and/or
2. the provision of advice

The products which may have been issued or in relation to which advice may have been given include:

- Australian equity funds
- Cash management accounts
- Charitable/ educational schemes
- Film schemes
- Horse schemes
- International equity funds
- Investor direct portfolio services
- Managed discretionary accounts
- Mixed asset fund/s
- Mortgage schemes
- Primary production schemes
- Property funds
- Trustee common funds

Explanatory notes

To accommodate the fact that some financial services providers (FSP):

- provide advice about managed investment products
- issue managed investment products, and
- both provide advice and issue products,

the size of an FSP's business for this product group may need to be measured in terms of:

- the number of investor accounts an FSP had issued at 30 June,
- the number of clients under advice at 30 June.

Managed investments (advice) – number of retail investor accounts

See **Managed investments (product)** above

Timeshare and strata title schemes – number of consumer contracts

We do not require data at this stage. This option does not appear in the assessment.

If we require it in the future we would need the number of consumer contracts on foot including contracts in relation to:

- Managed strata title schemes
- Timeshare schemes

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Information you will need to complete the assessment if your business activities include:

- ▶ General insurer
- ▶ Private health insurer

1 For the calculation of your base levy

We need the values listed below that apply to your business (a minimum of one value is required)

Number of representatives

The total number of representatives, employees, agents and/or independent contractors engaged in the selling, advising and distribution of your products and/or services.

Gross written premium on insurance

You will need to include the gross written premium on insurance written by your business. This includes premiums for:

- Retail general insurance policy;
- Residential strata title insurance product;
- Small business insurance product;
- Medical indemnity insurance product.

Further details on the definition of these terms can be found in our [Terms of Reference](#) (Section F – 14.1 Defined Terms).

Annual (in-force) life insurance premiums

If your business activities include being a **life insurer**, you will need to identify the annual (in-force) life insurance premiums written by your business.

2 For comparative reporting purposes

We need the values listed below that apply to your business (a minimum of one value is required)

Consumer credit insurance – number of policies

We need the number of policies in force.

Home building insurance – number of policies

We need the total of:

- the number of individual home building policies which were in force at 30 June, **plus**
- for residential strata title policies, the number of apartments or units covered (not the number of policies) under policies in force at 30 June

Explanatory notes

A combined home product which is contents and building needs to be counted for each of:

- Home building
- Home contents

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□ Home contents insurance – number of policies

We need the number of policies in force.

Explanatory notes

A combined home product which is contents and building needs to be counted for each of:

- Home building
- Home contents

□ Motor vehicle insurance – number of policies

We need the total of:

- the number of policies for individuals which were in force at 30 June, **plus**
- for group policies, the number of vehicles covered (not the number of policies) under policies in force at 30 June

which include the following motor vehicle products:

- Comprehensive
- Third party fire and theft
- Third party property damage

Explanatory notes

Counting the number of vehicles covered rather than the number of policies for group policies gives a more accurate representation of the number of people covered during the whole year – and hence of the number of people who could have brought a dispute to FOS during the year.

□ Personal and domestic property insurance – number of policies

We need the number of policies in force including policies described as:

- Caravan
- Horse
- Mobile phone
- Moveables
- Pet
- Pleasure craft
- Trailer
- Valuables

□ Sickness and accident insurance – number of policies

We need the total of:

- the number of policies for individuals which were in force at 30 June, **plus**
- for group policies, the number of people covered (not the number of policies) under policies in force at 30 June.

Explanatory notes

Counting the number of people covered rather than the number of policies for group policies gives a more accurate representation of the number of people covered during the whole year – and hence of the number of people who could have brought a dispute to FOS during the year.

□ Small business / farm insurance – number of policies

“Small business” is defined in the FOS [Terms of Reference](#) (and the *Corporations Act*) as a business that: “(a) if the business is or includes the manufacture of goods: had less than 100 employees; or (b) otherwise: had less than 20 employees.”

We do not require data at this stage as we have not reached agreement with industry for a common approach to identifying relevant portfolios. This option does not appear in the assessment.

The products included in this category are:

- Commercial vehicles
- Computer and electronic breakdown
- Contractors all risk
- Fire or accidental damage
- Glass
- Industrial special risk
- Land transit
- Livestock
- Loss of profits / business interruption
- Machinery breakdowns
- Money
- Public liability
- Theft

□ **Travel insurance – number of policies**

We need the total of:

- the number of policies issued for individuals between 1 July and 30 June, **plus**
- for group policies, the number of people covered (not the number of policies) under policies in force between 1 July and 30 June

Explanatory notes

- We use the number of policies for a full year, rather than the number at 30 June because travel insurance policies generally only last for a few days or weeks. Taking a snapshot at 30 June or any other date would mean the data would not accurately represent the number of people covered during the whole year and hence the number of people who could have brought a dispute to FOS during the year.
- For credit card linked travel policies, where the travel cover is inactive until the credit card holder meets the conditions that will activate the travel cover attached to the card, we need your best estimate of the number of accounts likely to have been activated.

□ **Professional indemnity insurance – number of policies**

We need the number of policies in force for medical indemnity cover.

□ **Life insurance – number of policies**

We need the total of:

- the number of policies for individuals which were in force at 30 June, **plus**
- for group policies, the number of people covered (not the number of policies) under policies in force at 30 June

which include the following products:

- Annuities
- Endowments
- Funeral plans
- Income protection
- Scholarship funds
- Term life
- Total and permanent disability
- Trauma
- Whole of life

but excludes:

- Consumer credit

Explanatory notes

For group policies, we count the number of people covered rather than the number of policies as this gives a more accurate representation of the number of people covered during the whole year – and hence of the number of people who could have brought a dispute to FOS during the year.

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Information you will need to complete the assessment if your business activities include:

- ▶ Life insurer

1 For the calculation of your base levy

We need the values listed below that apply to your business (a minimum of one value is required)

Number of representatives

The total number of representatives, employees, agents and/or independent contractors engaged in the selling, advising and distribution of your products and/or services.

Annual (in-force) life insurance premiums

You will need to identify the annual (in-force) life insurance premiums written by your business.

Client funds under advice

If your business activities include being an adviser or dealer such as **accountants, financial planners, stockbrokers** and **securities dealers** you will need to identify the total amount of client funds that were handled by your business.

2 For comparative reporting purposes

We need the values listed below that apply to your business (a minimum of one value is required)

Consumer credit insurance – number of policies

We need the number of policies in force.

Life insurance – number of policies

We need the total of:

- the number of policies for individuals which were in force at 30 June, **plus**
- for group policies, the number of people covered (not the number of policies) under policies in force at 30 June

which include the following products:

- Annuities
- Endowments
- Funeral plans
- Income protection
- Scholarship funds
- Term life
- Total and permanent disability
- Trauma
- Whole of life

but excludes:

- Consumer credit

Explanatory notes

For group policies, we count the number of people covered rather than the number of policies as this gives a more accurate representation of the number of people covered during the whole year – and hence of the number of people who could have brought a dispute to FOS during the year.

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□ **Derivatives / hedging and securities – number of investor accounts**

We need the number of investor accounts held including accounts described as:

- Contracts for difference
- Foreign exchange
- Forwards
- Futures
- Options
- Swaps
- Bills of exchange
- Bonds
- Debentures
- Exchange traded funds
- Promissory notes
- Shares
- Warrants

□ **Superannuation (product) – number of retail investor accounts**

We do not require data at this stage as we have not reached agreement with industry for a common approach to identifying relevant portfolios. This option does not appear in the assessment.

We anticipate we will need two measures, the number of retail investor accounts handled through:

1. the issue of a product and/or
2. the provision of advice

The products which may have been issued or in relation to which advice may have been given include:

- Account based pensions
- Approved deposit funds
- Corporate funds
- Industry funds
- Pooled trusts
- Retail funds
- Retirement savings accounts
- Self-managed funds

Explanatory notes

To accommodate the fact that some financial services providers (FSP):

- provide advice about managed investment products
- issue managed investment products, and
- both provide advice and issue products,

the size of an FSP's business for this product group may need to be measured in terms of:

- the number of investor accounts an FSP had issued at 30 June,
- the number of clients under advice at 30 June.

□ **Superannuation (advice) – number of retail investor accounts**

See **Superannuation (product)** above

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Information you will need to complete the assessment if your business activities include:

- ▶ Managed discretionary account operator
- ▶ Pooled superannuation trust

1 For the calculation of your base levy

We need the values listed below that apply to your business (a minimum of one value is required)

Number of representatives

The total number of representatives, employees, agents and/or independent contractors engaged in the selling, advising and distribution of your products and/or services.

Client funds under advice

If your business activities include being an adviser or dealer such as **accountants, financial planners, stockbrokers and securities dealers** you will need to identify the total amount of client funds that were handled by your business.

Client funds under management

If your business activities include being a **fund manager** you will need to identify client investment funds under management

2 For comparative reporting purposes

We need the values listed below that apply to your business (a minimum of one value is required)

Derivatives / hedging and securities – number of investor accounts

We need the number of investor accounts held including accounts described as:

- Contracts for difference
- Foreign exchange
- Forwards
- Futures
- Options
- Swaps
- Bills of exchange
- Bonds
- Debentures
- Exchange traded funds
- Promissory notes
- Shares
- Warrants

Superannuation (product) – number of retail investor accounts

We do not require data at this stage as we have not reached agreement with industry for a common approach to identifying relevant portfolios. This option does not appear in the assessment.

We anticipate we will need two measures, the number of retail investor accounts handled through:

1. the issue of a product and/or
2. the provision of advice

The products which may have been issued or in relation to which advice may have been given include:

- Account based pensions
- Approved deposit funds
- Corporate funds
- Industry funds
- Pooled trusts
- Retail funds
- Retirement savings accounts
- Self-managed funds

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Explanatory notes

To accommodate the fact that some financial services providers (FSP):

- provide advice about managed investment products
- issue managed investment products, and
- both provide advice and issue products,

the size of an FSP's business for this product group may need to be measured in terms of:

- the number of investor accounts an FSP had issued at 30 June,
- the number of clients under advice at 30 June.

Superannuation (advice) – number of retail investor accounts

See **Superannuation (product)** above

Managed investments (product) – number of retail investor accounts

We do not require data at this stage as we have not reached agreement with industry for a common approach to identifying relevant portfolios. This option does not appear in the assessment.

We anticipate we will need two measures, the number of retail investor accounts handled through:

1. the issue of a product and/or
2. the provision of advice

The products which may have been issued or in relation to which advice may have been given include:

- Australian equity funds
- Cash management accounts
- Charitable/ educational schemes
- Film schemes
- Horse schemes
- International equity funds
- Investor direct portfolio services
- Managed discretionary accounts
- Mixed asset fund/s
- Mortgage schemes
- Primary production schemes
- Property funds
- Trustee common funds

Explanatory notes

To accommodate the fact that some financial services providers (FSP):

- provide advice about managed investment products
- issue managed investment products, and
- both provide advice and issue products,

the size of an FSP's business for this product group may need to be measured in terms of:

- the number of investor accounts an FSP had issued at 30 June,
- the number of clients under advice at 30 June.

Managed investments (advice) – number of retail investor accounts

See **Managed investments (product)** above

Timeshare and strata title schemes – number of consumer contracts

We do not require data at this stage. This option does not appear in the assessment.

If we require it in the future we would need the number of consumer contracts on foot including contracts in relation to:

- Managed strata title schemes
- Timeshare schemes

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Information you will need to complete the assessment if your business activities include:

- ▶ Non-cash payment system provider
- ▶ Travellers' cheques / foreign currency transfer provider

1 For the calculation of your base levy

We need the values listed below that apply to your business (a minimum of one value is required)

Number of representatives

The total number of representatives, employees, agents and/or independent contractors engaged in the selling, advising and distribution of your products and/or services.

Client funds held in deposits

You will need to identify any client funds held in deposits by your business.

2 For comparative reporting purposes

We need the values listed below that apply to your business (a minimum of one value is required)

Deposit taking / payment systems – number of retail customer accounts

We need the number of retail customer accounts held including accounts described as:

- Passbook accounts
- Personal transaction accounts
- Scheme debit card accounts
- Business transaction accounts
- Foreign currency accounts
- Mortgage offset accounts
- Bank bills
- Cash management accounts
- First home buyer accounts
- Online accounts
- Term deposits
- Stored value cards

These accounts would generally offer the following types of facilities/transactions:

- ATM
- Counter transactions
- Bank drafts
- Cheques
- Direct debits
- EFTPOS
- Electronic banking
- Foreign currency transfers
- Telegraphic transfers
- Non-cash systems
- Travellers' cheques

Explanatory notes

- We do not require data about the number of transactions
- All accounts, of the type listed, in relation to which a customer could conduct a transaction or make a complaint need to be included in the count of accounts. This does not include closed accounts.
- Jointly held accounts count as one account as you need to count the number of accounts rather than the number of customers

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Information you will need to complete the assessment if your business activities include:

- ▶ Product distributor
- ▶ Product issuer

1 For the calculation of your base levy

We need the values listed below that apply to your business (a minimum of one value is required)

Number of representatives

The total number of representatives, employees, agents and/or independent contractors engaged in the selling, advising and distribution of your products and/or services.

Gross written premium on insurance

You will need to include the gross written premium on insurance written by your business. This includes premiums for:

- Retail general insurance policy;
- Residential strata title insurance product;
- Small business insurance product;
- Medical indemnity insurance product.

Further details on the definition of these terms can be found in our [Terms of Reference](#) (Section F – 14.1 Defined Terms).

Total income earned on client insurance premiums

You will need to include the income that your business receives from the premiums such as fees, commissions and brokerage. Do not include the total premiums themselves.

Annual (in-force) life insurance premiums

If your business activities include being a **life insurer**, you will need to identify the annual (in-force) life insurance premiums written by your business.

Client loan portfolio

Include the size of the loan portfolio as a result of **direct lending** to customers by credit providers such as banks and finance companies.

Client loans under management

If your business activities include being a:

- **mortgage broker, finance broker or mortgage originator** you will need to provide the total value of the loans you have written in the last 12 months
- **mortgage manager or mortgage aggregator**, you will need to provide the total value of the loans you are managing
- **debt collection agency**, you will need to provide the total value of the loan book you are trying to collect (whether on behalf of others or where assigned to you)

▶ Return to list of all business activities

Continues ▶

Client funds held in deposits

You will need to identify any client funds held in deposits by your business.

Client funds under advice

You will need to identify the total amount of client funds that were handled by your business.

Client funds under management

If your business activities include being a **fund manager** you will need to identify client investment funds under management

2 For comparative reporting purposes

We need the values listed below that apply to your business (a minimum of one value is required)

Consumer credit insurance – number of policies

We need the number of policies in force.

Home building insurance – number of policies

We need the total of:

- the number of individual home building policies which were in force at 30 June, **plus**
- for residential strata title policies, the number of apartments or units covered (not the number of policies) under policies in force at 30 June

Explanatory notes

A combined home product which is contents and building needs to be counted for each of:

- Home building
- Home contents

Home contents insurance – number of policies

We need the number of policies in force.

Explanatory notes

A combined home product which is contents and building needs to be counted for each of:

- Home building
- Home contents

Motor vehicle insurance – number of policies

We need the total of:

- the number of policies for individuals which were in force at 30 June, **plus**
- for group policies, the number of vehicles covered (not the number of policies) under policies in force at 30 June

which include the following motor vehicle products:

- Comprehensive
- Third party fire and theft
- Third party property damage

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Explanatory notes

Counting the number of vehicles covered rather than the number of policies for group policies gives a more accurate representation of the number of people covered during the whole year – and hence of the number of people who could have brought a dispute to FOS during the year.

□ Personal and domestic property insurance – number of policies

We need the number of policies in force including policies described as:

- Caravan
- Horse
- Mobile phone
- Moveables
- Pet
- Pleasure craft
- Trailer
- Valuables

□ Sickness and accident insurance – number of policies

We need the total of:

- the number of policies for individuals which were in force at 30 June, **plus**
- for group policies, the number of people covered (not the number of policies) under policies in force at 30 June.

Explanatory notes

Counting the number of people covered rather than the number of policies for group policies gives a more accurate representation of the number of people covered during the whole year – and hence of the number of people who could have brought a dispute to FOS during the year.

□ Small business / farm insurance – number of policies

“Small business” is defined in the FOS [Terms of Reference](#) (and the *Corporations Act*) as a business that: “(a) if the business is or includes the manufacture of goods: had less than 100 employees; or (b) otherwise: had less than 20 employees.”

We do not require data at this stage as we have not reached agreement with industry for a common approach to identifying relevant portfolios. This option does not appear in the assessment.

The products included in this category are:

- Commercial vehicles
- Computer and electronic breakdown
- Contractors all risk
- Fire or accidental damage
- Glass
- Industrial special risk
- Land transit
- Livestock
- Loss of profits / business interruption
- Machinery breakdowns
- Money
- Public liability
- Theft

□ Travel insurance – number of policies

We need the total of:

- the number of policies issued for individuals between 1 July and 30 June, **plus**
- for group policies, the number of people covered (not the number of policies) under policies in force between 1 July and 30 June

Explanatory notes

- We use the number of policies for a full year, rather than the number at 30 June because travel insurance policies generally only last for a few days or weeks. Taking a snapshot at 30 June or any other date would mean the data would

not accurately represent the number of people covered during the whole year and hence the number of people who could have brought a dispute to FOS during the year.

- For credit card linked travel policies, where the travel cover is inactive until the credit card holder meets the conditions that will activate the travel cover attached to the card, we need your best estimate of the number of accounts likely to have been activated.

□ Professional indemnity insurance – number of policies

We need the number of policies in force for medical indemnity cover.

□ Life insurance – number of policies

We need the total of:

- the number of policies for individuals which were in force at 30 June, **plus**
- for group policies, the number of people covered (not the number of policies) under policies in force at 30 June

which include the following products:

- Annuities
- Endowments
- Funeral plans
- Income protection
- Scholarship funds
- Term life
- Total and permanent disability
- Trauma
- Whole of life

but excludes:

- Consumer credit

Explanatory notes

For group policies, we count the number of people covered rather than the number of policies as this gives a more accurate representation of the number of people covered during the whole year – and hence of the number of people who could have brought a dispute to FOS during the year.

□ Extended warranties – number of policies

We need the number of policies in force.

□ Business finance – number of accounts

“Small business” is defined in the FOS [Terms of Reference](#) (and the *Corporations Act*) as a business that: “(a) if the business is or includes the manufacture of goods: had less than 100 employees; or (b) otherwise: had less than 20 employees.”

We do not require data at this stage as we have not reached agreement with industry for a common approach to identifying relevant portfolios. This option does not appear in the assessment.

The products included in this category are:

- Business credit cards
- Business loans
- Commercial bills
- Hire purchase / lease
- Letters of credit
- Lines of credit / overdrafts
- Non FSP debts
- Bank guarantees
- Business guarantees
- Merchant facilities

□ Consumer loans – number of accounts

We need the number of loan accounts held including accounts described as:

- Hire purchase / lease
- Interest free finance
- Non-financial service debts (eg telecommunications, utilities)
- Lines of credit / overdrafts
- Personal loans
- Short term finance
- Consumer guarantees

Explanatory notes

- This count should cover personal loan accounts only as the business finance product table includes small business accounts
- Non-financial service debts may be relevant if you are a debt purchaser. It should include consumer debts only and not business debts

□ Credit cards – number of accounts

We need the number of credit card accounts held including accounts described as:

- Credit cards
- Loyalty programs

Explanatory notes

- Supplementary cardholders should not be included in this count as a dispute should be lodged in the account holder's name, not the supplementary cardholder's
- Jointly held accounts count as one account as you need to count the number of accounts rather than the number of customers
- As loyalty programs are a service which may be offered as part of the credit card facility, the inclusion of loyalty programs should not vary the total number of credit card accounts as accounts should not be counted twice
- The count should include personal credit card accounts only as the business finance product table includes business credit cards

The count should not include scheme debit cards as these should be counted in the deposit taking / payment systems table.

□ Housing finance – number of home loan accounts

We need the number of home loan accounts held including:

- Construction loans
- Home loans
- Equity release
- Investment property loans

□ Margin loans – number of investor accounts

We need the number of investor accounts held with a margin lending facility.

□ Deposit taking / payment systems – number of retail customer accounts

We need the number of retail customer accounts held including accounts described as:

- Passbook accounts
- Foreign currency accounts
- First home buyer accounts
- Personal transaction accounts
- Mortgage offset accounts
- Online accounts
- Scheme debit card accounts
- Bank bills
- Term deposits
- Business transaction accounts
- Cash management accounts
- Stored value cards

These accounts would generally offer the following types of facilities/transactions:

- ATM
- Direct debits
- Telegraphic transfers
- Counter transactions
- EFTPOS
- Non-cash systems
- Bank drafts
- Electronic banking
- Travellers' cheques
- Cheques
- Foreign currency transfers

Explanatory notes

- We do not require data about the number of transactions
- All accounts in relation to which a customer could conduct a transaction or make a complaint need to be included in the count of accounts. This does not include closed accounts.

❑ **Derivatives / hedging and securities – number of investor accounts**

We need the number of investor accounts held including accounts described as:

- Contracts for difference
- Foreign exchange
- Forwards
- Futures
- Options
- Swaps
- Bills of exchange
- Bonds
- Debentures
- Exchange traded funds
- Promissory notes
- Shares
- Warrants

❑ **Superannuation (product) – number of retail investor accounts**

We do not require data at this stage as we have not reached agreement with industry for a common approach to identifying relevant portfolios. This option does not appear in the assessment.

We anticipate we will need two measures, the number of retail investor accounts handled through:

1. the issue of a product and/or
2. the provision of advice

The products which may have been issued or in relation to which advice may have been given include:

- Account based pensions
- Approved deposit funds
- Corporate funds
- Industry funds
- Pooled trusts
- Retail funds
- Retirement savings accounts
- Self-managed funds

Explanatory notes

To accommodate the fact that some financial services providers (FSP):

- provide advice about managed investment products
- issue managed investment products, and
- both provide advice and issue products,

the size of an FSP's business for this product group may need to be measured in terms of:

- the number of investor accounts an FSP had issued at 30 June,
- the number of clients under advice at 30 June.

❑ **Superannuation (advice) – number of retail investor accounts**

See **Superannuation (product)** above

❑ **Managed investments (product) – number of retail investor accounts**

We do not require data at this stage as we have not reached agreement with industry for a common approach to identifying relevant portfolios. This option does not appear in the assessment.

We anticipate we will need two measures, the number of retail investor accounts handled through:

1. the issue of a product and/or
2. the provision of advice

The products which may have been issued or in relation to which advice may have been given include:

- Australian equity funds
- Cash management accounts
- Charitable/ educational schemes
- Film schemes
- Horse schemes
- International equity funds
- Investor direct portfolio services
- Managed discretionary accounts
- Mixed asset fund/s
- Mortgage schemes
- Primary production schemes
- Property funds
- Trustee common funds

Explanatory notes

To accommodate the fact that some financial services providers (FSP):

- provide advice about managed investment products
- issue managed investment products, and
- both provide advice and issue products,

the size of an FSP's business for this product group may need to be measured in terms of:

- the number of investor accounts an FSP had issued at 30 June,
- the number of clients under advice at 30 June.

Managed investments (advice) – number of retail investor accounts

See **Managed investments (product)** above

Timeshare and strata title schemes – number of consumer contracts

We do not require data at this stage. This option does not appear in the assessment.

If we require it in the future we would need the number of consumer contracts on foot including contracts in relation to:

- Managed strata title schemes
- Timeshare schemes

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