





Comparative Tables 2016-17

Interpreting the tables

How to interpret the tables

Below is a fictional example of three rows from a Comparative Table for the product group Motor Vehicle Insurance. It shows three financial services providers (FSPs), **H**, **K** and **M**. Below the table are notes on what we can learn about **H**, **K** and **M**.

| Financial Services Provider | Primary Business | Chance of Dispute | Number of Disputes | FOS Dispute Process Stage Reached (Avg) | Outcomes of the resolution process | | | | |
|-----------------------------|------------------|-------------------|--------------------|---|------------------------------------|--------------------|--------------|--------------|------------|
| | | | | | Resolved By Agreement | Applicant's Favour | FSP's Favour | Discontinued | Assessment |
| MEDIAN | | 14.1 | | 1.3  | | | | | |
| H | General Insurer | 83.6 | | 1.0  | 100% | | | | |
| K | General Insurer | 2.7 | | 3.7  | | | 80% | 20% | |
| M | General Insurer | 25.9 | |  | | | | | |

What we can learn about H

- If you bought a motor vehicle insurance policy from H, there was a relatively high chance, compared with the other FSPs in this table, that you would bring a dispute about H to FOS. H has a 'Chance of Dispute' of 83.6, which is well above the median of 14.1 for FSPs in this table.
- When consumers brought disputes about H to FOS, their disputes were resolved very early in FOS's resolution process. H has 'FOS Dispute Process Stage Reached (Avg)' of 1.0, which is below the median for all FSPs in this table of 1.3. The 'FOS Dispute Process Stage Reached (Avg)' is not about the time taken to resolve disputes but about the actual stage in FOS's resolution process an FSP's disputes were resolved at. Additional information is provided below about the stages of the FOS dispute process.
- The disputes that were brought to FOS about H were all resolved through an agreement between the consumer and H (100% of the 'Outcomes of the Resolution Process'). FOS was not required to make a decision on any of the disputes involving H.

What we can learn about K

- If you bought a motor vehicle insurance policy from K, there was a relatively low chance, compared with the other FSPs in this table, that you would bring a dispute about K to FOS. K has a 'Chance of Dispute' of 2.7, which is well below the median of 14.1 for FSPs in this table.
- When consumers brought disputes about K to FOS, the disputes were usually not resolved until the later stages of FOS's resolution process. K has a 'FOS Dispute Process Stage Reached (Avg)' of 3.7, which is well above the median for all FSPs in this table of 1.3. However, this figure can be understood only in conjunction with the 'Outcomes of the Resolution Process' figures for K - 80% of K's disputes were resolved by a FOS preliminary view or decision in the FSP's favour, and the other 20% of disputes were discontinued during the process. This indicates that K has continued its disputes until the later stages of the FOS process for good reason.

What we can learn about M

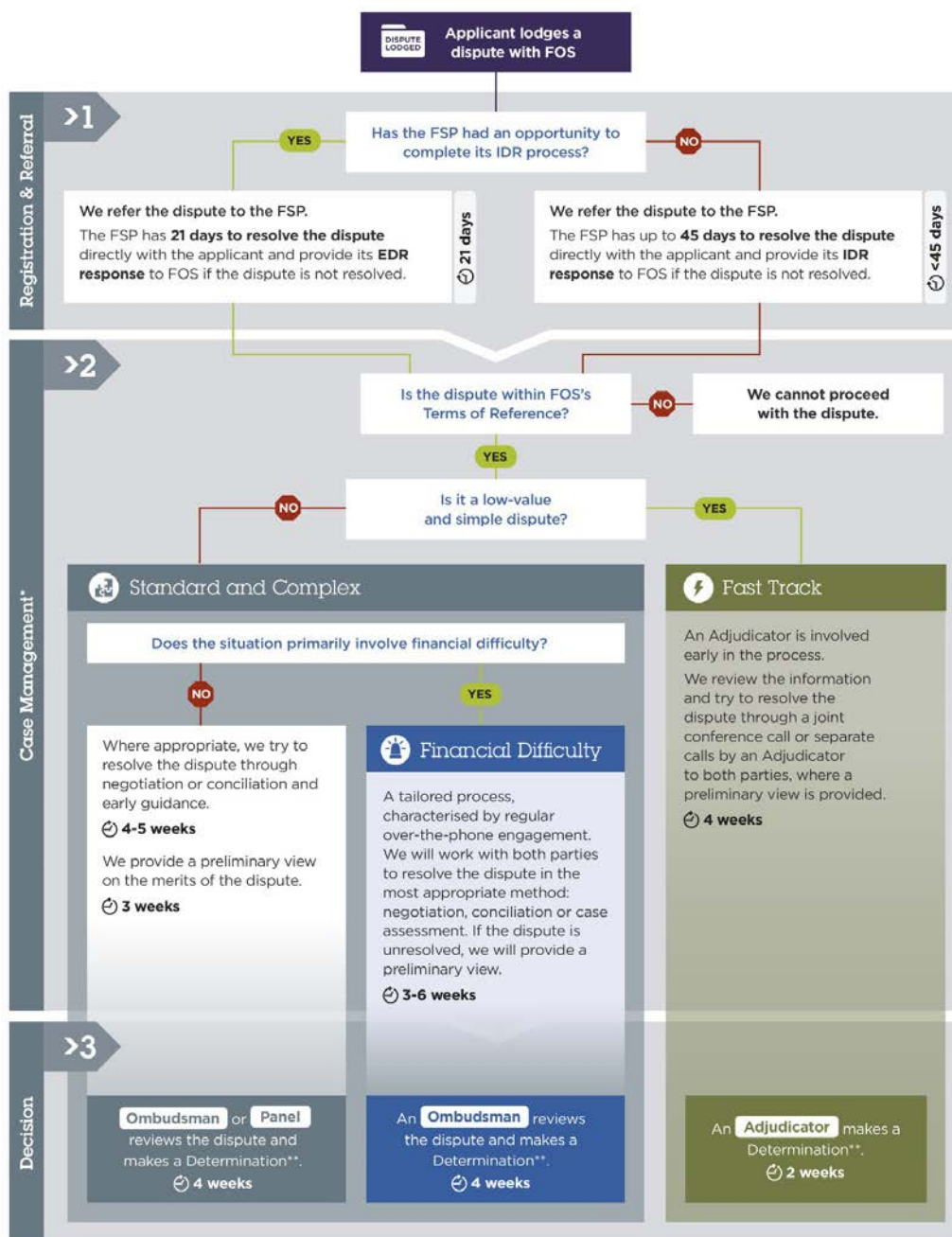
- If you bought a motor vehicle insurance policy from M, there was a relatively high chance, compared with the other FSPs in this product table, that you would bring a dispute about M to FOS. M has a 'Chance of Dispute' of 25.9, which is above the median of 14.1 for FSPs in this table.
- The 'FOS Dispute Process Stage Reached (Avg)' and all the 'Outcomes of the Resolution Process' columns are blank for M. This means that none of the disputes involving M in this product group were resolved between 1 July 2016 and 30 June 2017. In other words, all the disputes were still being handled by FOS at the end of the period in question, so we could not say at what stage of the resolution process they were resolved and what the outcomes were. These disputes will be included in the data we use to calculate the 'FOS Dispute Process Stage Reached (Avg)' and 'Outcomes of the Resolution Process' figures for the 2017-18 Comparative Tables.

How to interpret the tables – FOS dispute process

Below is a diagrammatic representation of the FOS dispute process.

Disputes are counted for the purposes of our Comparative Tables if they progress to the Case Management stage of the process and are within our Terms of Reference.

If the applicant and FSP work out a resolution to the dispute that they are both satisfied with, either by dealing directly with each other or by using FOS's resolution methods such as conciliation and negotiation, the outcome of the dispute will be represented in the Comparative Tables as 'Resolved By Agreement'. If the dispute resolves by FOS providing a preliminary view or Determination, it will be represented as either 'Applicant's Favour' or FSP's Favour'.



These are average expected timeframes.

* A single case worker will manage the dispute wherever possible.

** A financial services provider is bound by a Determination if an applicant accepts it.

For more information on the FOS dispute process see fos.org.au/resolving-disputes