

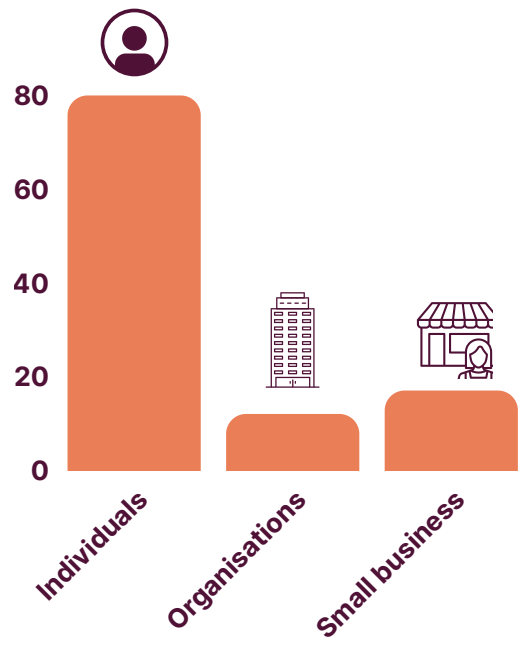
Complaints snapshot

Data from 1 July 2025 - 30 April 2026

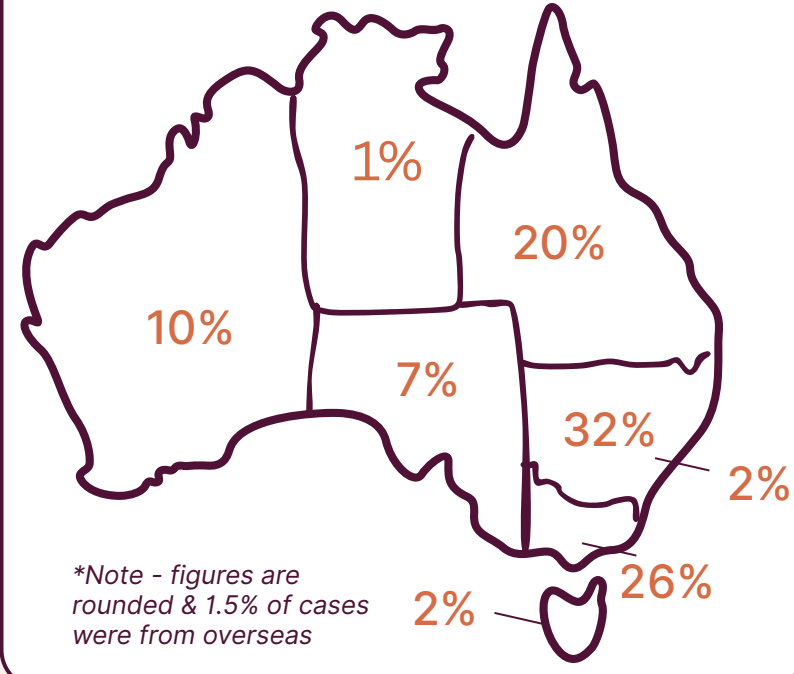
Complaints received



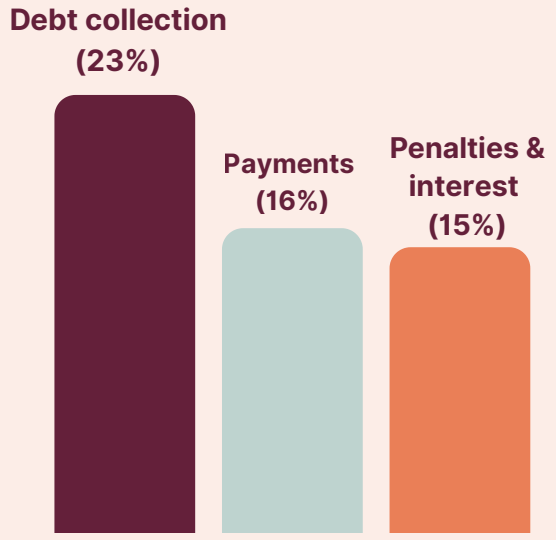
Complainant type



Locations

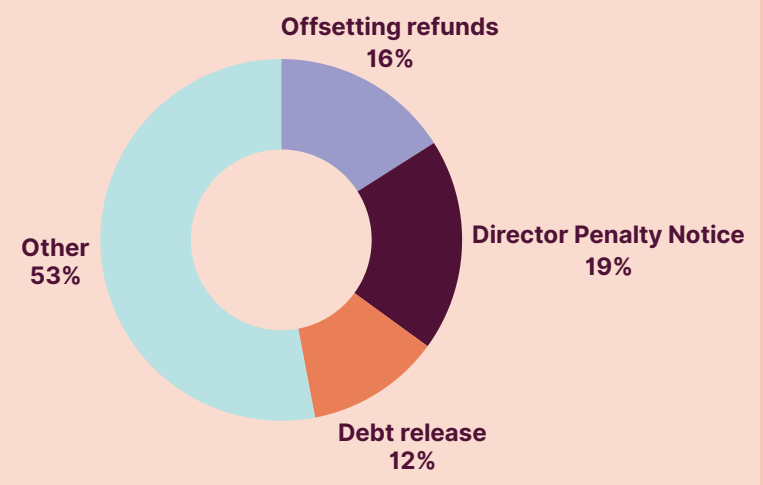


Top areas of focus



**Note - smaller numbers of debt complaints involved delays, poor communication or process issues*

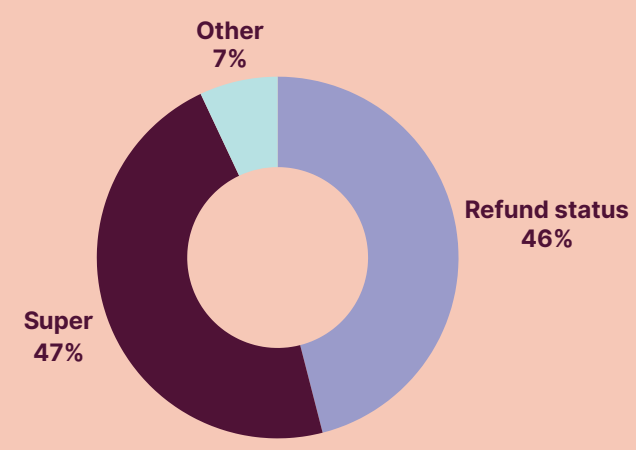
Debt collection



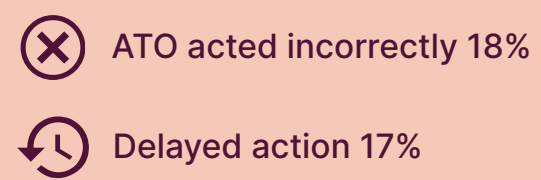
Causes



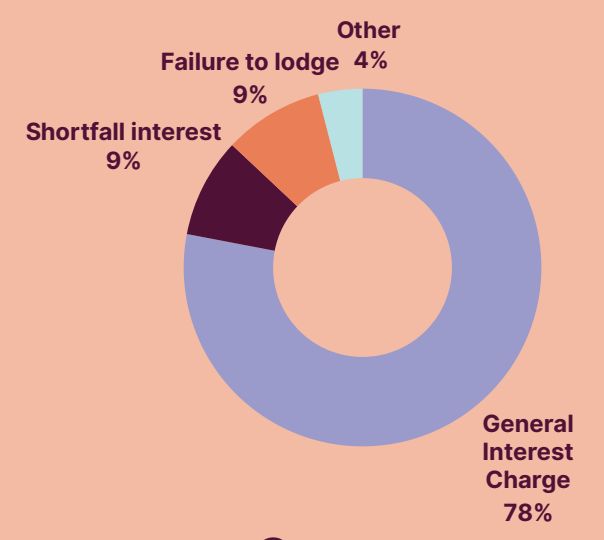
Payment related



Causes



Penalties & interest



Outcomes

