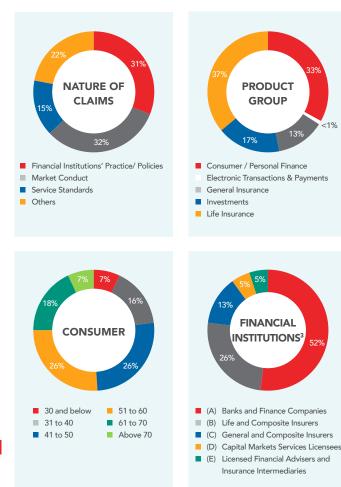
2020/2021 AT A GLANCE

FIDREC RECEIVED FIDREC COMPLETED HANDLING 1,097 and handled 6,412 6,412 1,133 against enquires claims enquiries claims 1.067 83 claims¹ financial institutions The median The average The largest 82% claim amount claim amount claim amount of claims were was was was completed within 6 months² \$8,808 \$30,883 \$1,622,280

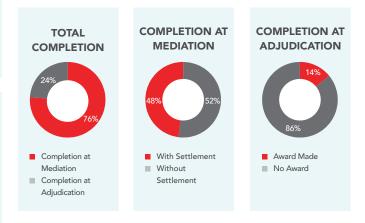
The profiles of the claims handled were as follows:



Of the completed claims, approximately 76% were completed at mediation.⁴

Of the claims completed at mediation, 52% had consumers accepting an offer from a financial institution and 48% had consumers deciding not to pursue their claim further.

Of the claims completed at adjudication, 14% had an award in favour of the consumer and 86% had no award made.



¹ See page 19 for a detailed explanation.

- ² The time between the completion of mediation and commencement of adjudication is excluded as this is the time afforded to consumers to decide whether to proceed with adjudication.
- ³ Figures may not add up to 100% due to rounding.
- ⁴ Including those claims referred for adjudication but hearings were aborted.