

DATA SNAPSHOT 2024

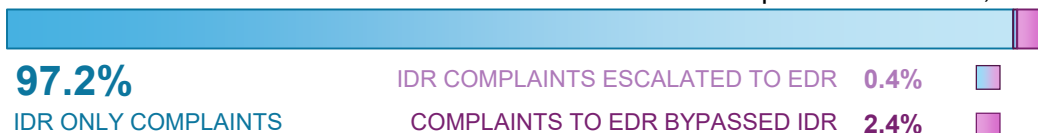
Snapshot of industry data from 8 respondents being ACDBA members and other industry participants

ACDBA members add value by acting ethically and embracing strong corporate governance and compliance standards when collecting and buying debt.

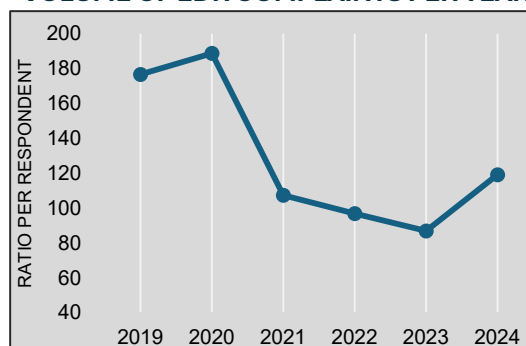


► CONDUCT

The number of IDR and EDR complaints totalled 42,295.



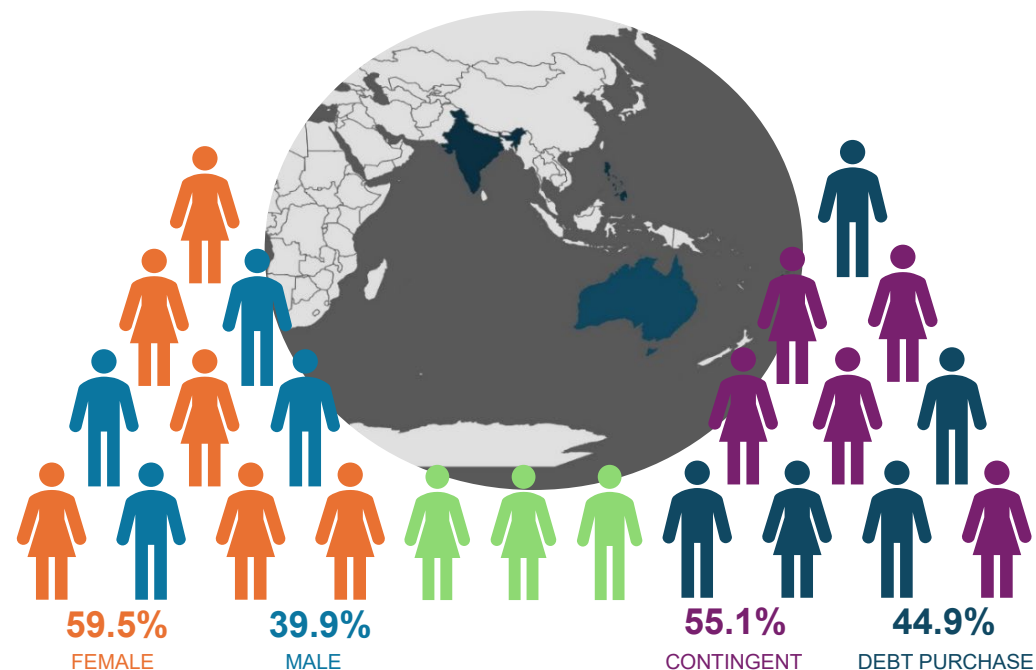
VOLUME OF EDR COMPLAINTS PER YEAR



The EDR complaint volumes as reported by ACDBA members has increased this year, however the percentage remains low.

► PEOPLE

There were **1,515** collectors in **21** offices, spanning across Australia and overseas with offices in India, Fiji and the Phillipines.



Respondents had **93** full time equivalent compliance officers.

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VALUES

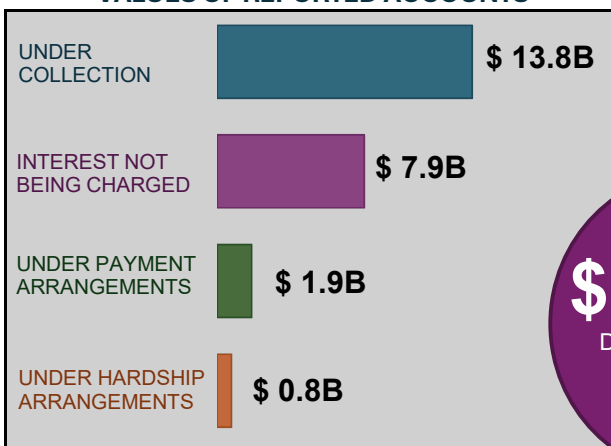
4.0 million reported accounts under collection



\$ 13.8 billion value of reported accounts



VALUES OF REPORTED ACCOUNTS



\$ 0.9B

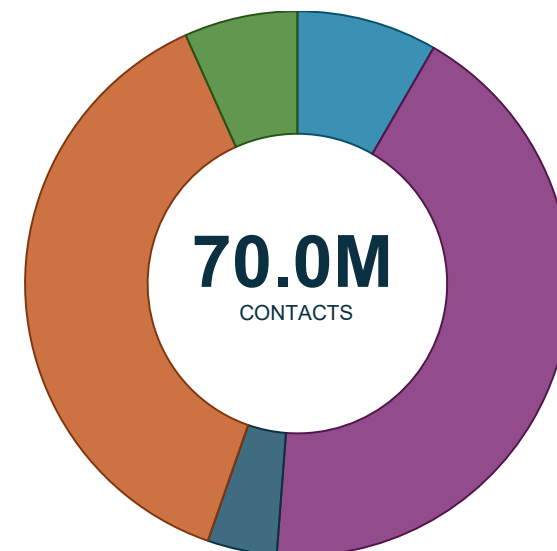
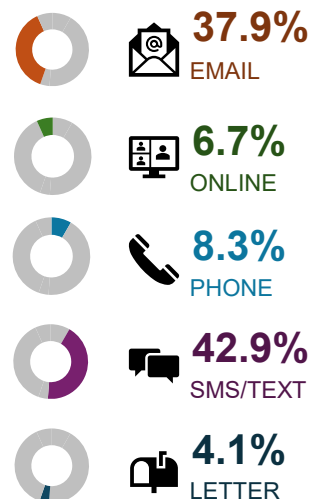
Total value collected from accounts

\$ 33.4M

Debt written off due to genuine long term hardship

CONTACTS

In 2024 FY, texts and emails remained the preferred channels for communicating with consumers.



Complaints as a percentage of the 70.0 million total contacts made revealed very low incident rates.

	NO. OF COMPLAINTS	% COMPLAINTS OF CONTACTS
via. IDR	41,267	0.0589%
via. EDR	1,028	0.0017%

Analysis of Results of Industry Data Survey conducted by ACDBA

3 Years to 30 June 2024



PARTICIPATION	2024	2023	2022
Member respondents	8	9	16
Other industry respondents	0	2	1
Members who failed to respond	3	3	2

For each survey question the number of respondents who provided data for the question is listed

Part 1 of the survey records values as at a single day being 30 June whereas Part 2 records values for the whole year ended 30 June.

NOTE: The prior year figures have not been adjusted to exclude industry participants that did not provide data in 2023.

PART 1		Snapshot at 30/06/2024		Snapshot at 30/06/2023		Snapshot at 30/06/2022	
Total value of debts under collection in terms of							
Number of Respondents		8		11		16	
		\$	No. of files	\$	No. of files	\$	No. of files
	Contingent collections	\$4,476,075,731	1,844,221	\$3,769,704,796	2,131,204	\$8,038,045,330	5,094,758
	Debt purchase collections	\$9,283,975,167	2,165,680	\$10,345,957,680	2,424,386	\$12,736,157,901	2,777,049
	Not specified	\$0	0	\$0	0	\$0	0
TOTAL		\$13,760,050,898	4,009,901	\$14,115,662,476	4,555,590	\$20,774,203,231	7,871,807
On a percentage breakdown the value of debts under collection by type of debt are							
Number of Respondents		8		11		16	
		\$	No. of files	\$	No. of files	\$	No. of files
	Contingent collections	32.5%	46.0%	26.7%	46.8%	38.7%	64.7%
	Debt purchase collections	67.5%	54.0%	73.3%	53.2%	61.3%	35.3%
	Not specified	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
TOTAL		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Accounts under payment arrangements							
Number of Respondents		8		11		16	
		\$	No. of files	\$	No. of files	\$	No. of files
TOTAL		\$1,868,902,144	271,063	\$2,256,313,472	408,686	\$2,571,853,955	522,141

PART 1 (cont'd)		Snapshot at 30/06/2024		Snapshot at 30/06/2023		Snapshot at 30/06/2022	
Accounts under hardship arrangements							
Number of Respondents	8		11		16		
	\$	No. of files	\$	No. of files	\$	No. of files	
TOTAL	\$776,248,776	81,103	\$874,169,044	94,355	\$939,152,014	101,593	
Accounts where interest is not being charged							
Number of Respondents	8		11		16		
	\$	No. of files	\$	No. of files	\$	No. of files	
TOTAL	\$7,942,009,418	3,150,880	\$7,382,990,826	2,805,958	\$14,121,156,727	7,164,031	
Number of employees in terms of							
Number of Respondents	8		11		16		
Contingent collections Debt purchase collections Unspecified	Number		Number		Number		
	835		1,117		1,161		
	680		701		1,472		
	0		0		0		
TOTAL	1,515		1,818		2,633		
Gender of employees							
Number of Respondents	8		11		16		
Male employees Female employees Other	Number		Number		Number		
	604		712		1,082		
	902		1,103		1,549		
	9		3		2		
TOTAL	1,515		1,818		2,633		
Number of compliance officers							
Number of Respondents	8		11		16		
	Number		Number		Number		
TOTAL	93		120		131		
Number of collection offices							
Number of Respondents	8		11		16		
	Number		Number		Number		
TOTAL	21		29		44		

PART 2	12 month period to 30/06/2024	12 month period to 30/06/2023	12 month period to 30/06/2022
Total value collected from accounts			
Number of Respondents	8	11	16
	\$	\$	\$
TOTAL	\$865,631,816	\$1,052,253,443	\$1,357,178,521
HARDSHIP			
Total value of debt written off in response to genuine long term hardship situations			
Number of Respondents	8	9	12
	\$	\$	\$
TOTAL	\$33,447,737	\$39,858,412	\$29,379,111
ACCOUNTS UNDER PAYMENT ARRANGEMENTS			
Total number of arrangements made with debtors and/or their representatives via			
Number of Respondents	8	10	15
	Number	Number	Number
Negotiation with a collector	639,902	680,428	910,591
Online through a digital portal	241,214	183,159	239,408
Other method	864	2,017	1,916
TOTAL	881,980	865,604	1,151,915
Total number of arrangements kept by debtors (at least a single payment received) where arrangement was made via			
Number of Respondents	8	10	14
	Number	Number	Number
Negotiation with a collector	530,681	553,793	737,812
Online through a digital portal	186,308	118,339	180,208
Other method	566	1,903	1,829
TOTAL	717,555	674,035	919,849

PART 2 (cont'd)	12 month period to 30/06/2024	12 month period to 30/06/2023	12 month period to 30/06/2022
CONTACT WITH DEBTORS			
Total number of contacts made with consumers and/or their representatives			
Number of Respondents	8	11	16
	Number	Number	Number
Telephone calls	5,840,913	7,548,284	29,903,362
SMS/text messages	30,019,832	29,939,832	35,753,534
Letters	2,885,275	3,550,229	5,163,619
Emails	26,565,623	25,257,778	32,118,370
Debtor portal online	4,710,422	1,409,811	1,365,111
TOTAL	70,022,065	67,705,934	104,303,996
On a percentage breakdown contacts made with consumers and/or their representatives were			
Number of Respondents	8	11	16
	%	%	%
Telephone calls	8.3%	11.1%	28.7%
SMS/text messages	42.9%	44.2%	34.3%
Letters	4.1%	5.2%	5.0%
Emails	37.9%	37.3%	30.8%
Debtor portal online	6.7%	2.1%	1.3%
TOTAL	100.0%	100.0%	100.0%

PART 2 (cont'd)		12 month period to 30/06/2024		12 month period to 30/06/2023		12 month period to 30/06/2022	
COMPLAINTS							
Complaints recorded as part of each respondent's IDR process are considered to be any matter relating to alleged unsatisfactory professional conduct lodged as requiring investigation and exclude genuine requests by consumers for additional information to understand the terms of an account, balance outstanding or history of payments made.							
Number of incidents received from consumers and logged via							
Number of Respondents		8		10		16	
Total via IDR (including IDR complaints escalated to EDR)		Number		Number		Number	
		41,267		29,477		38,712	
	IDR complaints escalated to EDR	164		278		525	
Total via EDR (including IDR complaints escalated to EDR)		1,192		865		1,551	
	EDR complaints not first lodged through IDR	1,028		587		1,026	
Total via regulators		0		45		4	
Incidents received from consumers as a ratio of consumer contacts							
Number of Respondents		8		10		16	
Total via IDR (including IDR complaints escalated to EDR)		%		%		%	
		0.0589%		0.0435%		0.0371%	
	Total via EDR (including IDR complaints escalated to EDR)	0.0017%		0.0013%		0.0015%	
	Total via regulators	0.0000%		0.0001%		0.0000%	
Outcome of incidents received from consumers							
Number of Respondents		8		10		16	
Service-based remedy		Number %		Number %		Number %	
		4,628 11.8%		171 1.5%		9,058 22.0%	
	Monetary remedy	2,299 5.8%		1,278 10.9%		10,179 24.7%	
	Contract/policy variation	354 0.9%		342 2.9%			
	Decision changed	4,010 10.2%		3,645 31.0%			
	Other remedy	1,664 4.2%		12 0.1%		2,407 5.8%	
	Withdrawn/discontinued	1,586 4.0%		89 0.8%		9,148 22.2%	
	Referred to another financial firm	2,052 5.2%		325 2.8%		9,073 22.0%	
	No remedy provided/apology or explanation only	19,376 49.3%		5,244 44.6%		149 0.4%	
	Not yet resolved	3,371 8.6%		654 5.6%		1,231 3.0%	
	TOTAL	39,340 100.0%		11,760 100.0%		41,245 100.0%	
NOTE: The dissection of outcome of incidents have changed in 2023 for which prior year numbers have been adjusted to.							

PART 2 (cont'd)		12 month period to 30/06/2024		12 month period to 30/06/2023		12 month period to 30/06/2022	
UNDERSTANDING EDR MATTERS							
Number of EDR complaints							
Number of Respondents		8		10		16	
Total number of EDR complaints lodged		Number	%	Number	%	Number	%
		1,192	100.0%	865	100.0%	1,551	100.0%
	Number of those EDR complaints lodged by an authorised third party for the debtor	73	6.1%	118	13.6%	106	6.8%
Basis of EDR complaints solely involving issues							
Number of Respondents		8		14		15	
PRE assignment of debt		Number	%	Number	%	Number	%
		242	20.3%	343	39.7%	585	37.8%
	POST assignment of debt	491	41.2%	435	50.3%	508	32.8%
	Both PRE and POST assignment of debt	459	38.5%	87	10.1%	455	29.4%
TOTAL		1,192	100.0%	865	100.0%	1,548	100.0%
For resolved EDR complaints - stage at which resolution was reached							
Number of Respondents		8		10		16	
Referral Stage		Number	%	Number	%	Number	%
		763	70.1%	565	81.1%	904	56.4%
	Workflow Stage	11	1.0%	25	3.6%	18	1.1%
	Case Management 1 stage	150	13.8%	72	10.3%	234	14.6%
	Outside AFCA Rules/Terms of Reference	119	10.9%			328	20.4%
	Conciliation / Case Management 2 Stage	28	2.6%	21	3.0%	71	4.4%
	AFCA Preliminary Assessment	9	0.8%	11	1.6%	28	1.7%
	Determination by AFCA	8	0.7%	3	0.4%	21	1.3%
	TOTAL	1,088	100.0%	697	100.0%	1,604	100.0%

PART 2 (cont'd)	12 month period to 30/06/2024	12 month period to 30/06/2023	12 month period to 30/06/2022
NOTIFICATIONS BY REGULATORS			
Number of notifications during period by regulators of alleged breaches			
Number of Respondents	8	10	16
	Number	Number	Number
TOTAL	3	4	1
Notifications from regulators as a ratio of consumer contacts			
	%	%	%
	0.000004%	0.000006%	0.000001%
Outcome of notifications during period from regulators			
Number of Respondents	8	10	16
	Number	Number	Number
No finding of breach/dismissed	1	1	1
Apology offered to consumer	0	1	0
Written warning	0	0	0
Enforceable undertaking	0	0	0
Court decision pending	0	0	0
Court proceedings finalised	0	0	0
Other - unspecified	0	3	0
Not yet resolved	2	0	0
TOTAL	3	5	1
Note: Number of notifications by regulators of alleged breaches will not always reconcile to outcomes of notifications from regulators due to timing issues.			
COMPLAINT COSTS			
Costs of complaints in terms of fees and expenses			
Number of Respondents	8	11	15
	\$	\$	\$
IDR Costs	\$4,553,355	\$4,624,003	\$5,132,852
EDR Costs	\$1,613,280	\$1,888,524	\$3,408,586
Regulator Costs	\$84,129	\$1,244	\$345,052
TOTAL	\$6,250,763	\$6,513,771	\$8,886,490