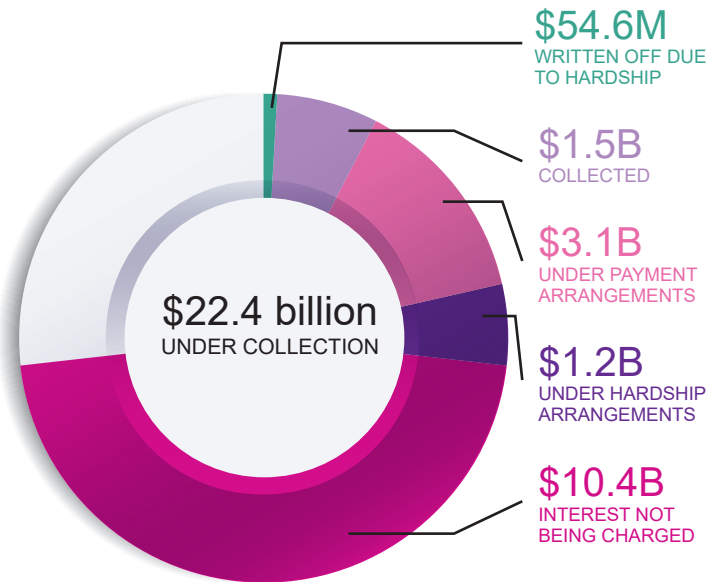


## ► VALUES

Reported accounts under collection in Australia in FY2021 numbered 8 million with a total value of \$22.4 billion.

Contingent collections were 63% of accounts and 38% of debt whereas purchased collections were 37% of accounts and 62% of debt.



## ► PEOPLE



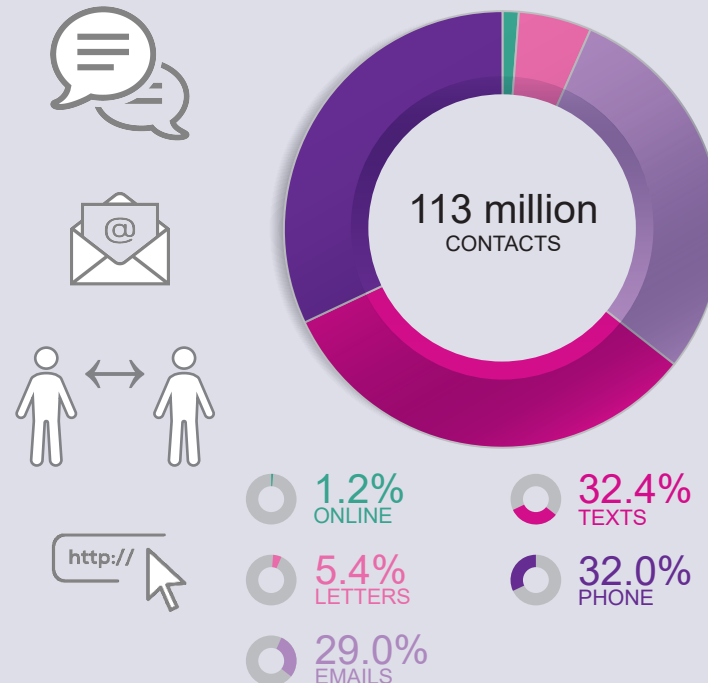
There were 2,707 collectors in 41 offices across Australia and overseas (Fiji, India, NZ, Philippines & South Africa) tasked 40% to contingent & 60% to debt purchase accounts. Respondents had 126 full time equivalent compliance officers.

# Data Snapshot | 2021

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

## ► CONTACTS

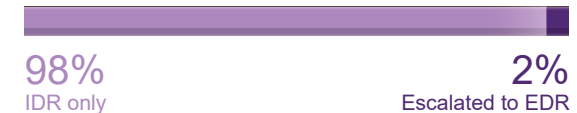
In FY2021 phone & texts remained the preferred channels for communicating with consumers.



AUSTRALIAN COLLECTORS &  
DEBT BUYERS ASSOCIATION

## ► CONDUCT

IDR complaints totalled 22,236 with just 2% unresolved and escalated to EDR.



73% of the 1,933 complaints to EDR bypassed IDR.

36% of EDR complaints involved issues PRE assignment of debt and 39% issues POST assignment.

Some 18% of complaints had no basis, insufficient detail or were withdrawn and a further 45% related to credit report issues (mostly PRE assignment).

Complaints as a percentage of the 113 million total contacts made revealed very low incident rates:

% Complaints of Contacts	
Via IDR	0.0196%
Via EDR	0.0017%

## Analysis of Results of Industry Data Survey conducted by ACDBA

### 3 Years to 30 June 2021

<b>PARTICIPATION</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
Member respondents	17	13	14
Other industry respondents	1	2	0
Members who failed to respond	0	0	0

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: Prior year figures have been adjusted to reflect data anomalies discovered during the current year's data collection process.

The 2020 figures have been adjusted to remove data from one industry participant which did not provide data in 2021 or 2019 to create an appropriate baseline for trend analysis between periods

<b>PART 1</b>	<b>Snapshot at 30/06/2021</b>	<b>Snapshot at 30/06/2020</b>	<b>Snapshot at 30/06/2019</b>
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#### Total value of debts under collection in terms of

Number of Respondents	17		15		14	
	\$	No. of files	\$	No. of files	\$	No. of files
Contingent collections	\$8,444,088,133	5,095,804	\$6,493,459,604	4,804,057	\$9,384,748,623	5,365,473
Debt purchase collections	\$13,943,385,070	2,978,030	\$15,476,938,037	2,990,881	\$12,667,785,948	2,375,764
Not specified	\$0	0	\$0	0	\$0	0
<b>Total</b>	<b>\$22,387,473,203</b>	<b>8,073,834</b>	<b>\$21,970,397,641</b>	<b>7,794,938</b>	<b>\$22,052,534,572</b>	<b>7,741,237</b>

#### On a percentage breakdown the value of debts under collection by type of debt are

Number of Respondents	17		15		14	
	\$	No. of files	\$	No. of files	\$	No. of files
Contingent collections	37.7%	63.1%	29.6%	61.6%	42.6%	69.3%
Debt purchase collections	62.3%	36.9%	70.4%	38.4%	57.4%	30.7%
Not specified	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

#### Accounts under payment arrangements

Number of Respondents	17		15		14	
	\$	No. of files	\$	No. of files	\$	No. of files
<b>Total</b>	<b>\$3,060,247,201</b>	<b>556,422</b>	<b>\$2,808,284,062</b>	<b>533,516</b>	<b>\$2,951,550,119</b>	<b>583,228</b>

PART 1 (cont'd)		Snapshot at 30/06/2021		Snapshot at 30/06/2020		Snapshot at 30/06/2019	
Accounts under hardship arrangements							
Number of Respondents	17		15		13		
	\$	No. of files	\$	No. of files	\$	No. of files	
Total	\$1,158,687,566	107,786	\$1,460,055,284	202,359	\$1,037,648,458	107,416	
Accounts where interest is not being charged							
Number of Respondents	17		15		13		
	\$	No. of files	\$	No. of files	\$	No. of files	
Total	\$10,408,096,063	5,151,408	\$14,690,542,424	4,588,962	\$7,601,942,431	2,731,184	
Number of employees in terms of							
Number of Respondents	17		15		14		
Contingent collections Debt purchase collections Unspecified Total	Number		Number		Number		
	1,170		1,047		1,058		
	1,537		1,631		1,482		
	0		0		0		
Total	2,707		2,678		2,540		
Gender of employees							
Number of Respondents	17		15		14		
Male employees Female employees Total	Number		Number		Number		
	1,070		1,169		1,177		
	1,637		1,509		1,363		
Total	2,707		2,678		2,540		
Number of compliance officers							
Number of Respondents	17		15		14		
	Number		Number		Number		
Total	126		90		65		
Number of collection offices							
Number of Respondents	18		15		14		
	Number		Number		Number		
Total	41		43		43		

<b>PART 2</b>	<b>12 month period to 30/06/2021</b>	<b>12 month period to 30/06/2020</b>	<b>12 month period to 30/06/2019</b>
<b>Total value collected from accounts</b>			
Number of Respondents	17	15	14
	\$	\$	\$
<b>Total</b>	<b>\$1,549,055,412</b>	<b>\$1,894,969,676</b>	<b>\$2,211,569,669</b>
<b>HARDSHIP</b>			
<b>Total value of debt written off in response to genuine long term hardship situations</b>			
Number of Respondents	14	12	12
	\$	\$	\$
<b>Total</b>	<b>\$54,659,689</b>	<b>\$31,309,960</b>	<b>\$18,587,945</b>
<b>ACCOUNTS UNDER PAYMENT ARRANGEMENTS</b>			
<b>Total number of arrangements made with debtors and/or their representatives via</b>			
Number of Respondents	16	14	14
	<b>Number</b>	<b>Number</b>	<b>Number</b>
<b>Negotiation with a collector</b>	1,112,089	1,428,781	1,148,963
<b>Online through a digital portal</b>	239,338	350,214	167,870
<b>Other method</b>	15,437	18,804	3,818
<b>Total</b>	<b>1,366,864</b>	<b>1,797,799</b>	<b>1,320,651</b>
<b>Total number of arrangements kept by debtors (at least a single payment received) where arrangement was made via</b>			
Number of Respondents	13	13	13
	<b>Number</b>	<b>Number</b>	<b>Number</b>
<b>Negotiation with a collector</b>	766,061	1,140,593	798,529
<b>Online through a digital portal</b>	168,542	212,272	121,579
<b>Other method</b>	11,735	15,471	2,741
<b>Total</b>	<b>946,338</b>	<b>1,368,336</b>	<b>922,849</b>

<b>PART 2 (cont'd)</b>	<b>12 month period to 30/06/2021</b>	<b>12 month period to 30/06/2020</b>	<b>12 month period to 30/06/2019</b>
<b>CONTACT WITH DEBTORS</b>			
<b>Total number of contacts made with consumers and/or their representatives</b>			
Number of Respondents	15	14	14
	<b>Number</b>	<b>Number</b>	<b>Number</b>
Telephone calls	36,360,989	26,827,544	56,609,192
SMS/text messages	36,747,430	38,812,625	41,406,023
Letters	6,101,371	6,067,205	9,793,572
Emails	32,937,416	27,439,122	15,623,440
Debtor portal online	1,382,552	916,319	549,183
<b>Total</b>	<b>113,529,758</b>	<b>100,062,815</b>	<b>123,981,410</b>
<b>On a percentage breakdown contacts made with consumers and/or their representatives were</b>			
Number of Respondents	15	14	14
	<b>%</b>	<b>%</b>	<b>%</b>
Telephone calls	32.0%	26.8%	45.7%
SMS/text messages	32.4%	38.8%	33.4%
Letters	5.4%	6.1%	7.9%
Emails	29.0%	27.4%	12.6%
Debtor portal online	1.2%	0.9%	0.4%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

PART 2 (cont'd)		12 month period to 30/06/2021	12 month period to 30/06/2020	12 month period to 30/06/2019
<b>COMPLAINTS</b>				
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.				
<b>Number of incidents received from consumers and logged via:</b>				
Number of Respondents	17	15	14	
	<b>Number</b>	<b>Number</b>	<b>Number</b>	
Total via IDR (including IDR complaints escalated to EDR)	22,236	22,128	8,364	
IDR complaints escalated to EDR	519	933	690	
Total via EDR (including IDR complaints escalated to EDR)	1,933	2,998	2,473	
EDR complaints not first lodged through IDR	1,414	2,065		
Total via regulators	3	6	8	
IDR complaints in FY2021 & FY2020 reflect increased hardship requests relating to the COVID-19 pandemic and the activity of for-profit credit repairers. In FY2021 only 2% of IDR matters were unresolved and escalated to EDR.				
<b>Incidents received from consumers as a ratio of consumer contacts:</b>				
Number of Respondents	17	15	14	
	<b>%</b>	<b>%</b>	<b>%</b>	
Total via IDR (including IDR complaints escalated to EDR)	0.0196%	0.0221%	0.0067%	
Total via EDR (including IDR complaints escalated to EDR)	0.0017%	0.0030%	0.0020%	
Total via regulators	0.00000%	0.00001%	0.00001%	
<b>Outcome of incidents received from consumers</b>				
Number of Respondents	16	15	14	
	<b>Number</b>	<b>Number</b>	<b>Number</b>	
	<b>%</b>	<b>%</b>	<b>%</b>	
Credit file listing corrected/removed	11,068	5,386	2,689	
No basis or insufficient detail to investigate or consumer did not respond	4,420	6,697	1,663	
Account paid	1,770	580	368	
Matter referred back to client for resolution	1,029	2,213	557	
Account waiver	813	0		
Arrangement made/settlement accepted	771	1,907	612	
Interest waiver or freeze	191	0		
Withdrawn by consumer	152	358	118	
Apology letter issued to consumer	96	95	142	
Internal processes reviewed/amended	78	45	33	
Finalised by EDR award in favour of consumer	32	18	15	
Other or not dissected	3,361	5,423	859	
Not yet resolved	577	897	377	
Total	24,358	23,619	7,433	

PART 2 (cont'd)		12 month period to 30/06/2021		12 month period to 30/06/2020		12 month period to 30/06/2019	
UNDERSTANDING EDR MATTERS							
Number of EDR complaints							
Number of Respondents	18		15		14		
Total number of EDR complaints lodged Number of those EDR complaints lodged by an authorised third party for the debtor	Number	%	Number	%	Number	%	
	1,932	100.0%	2,998	100.0%	2,473	100.0%	
	274	14.2%	442	14.7%	299	12.1%	
Basis of EDR complaints							
Number of Respondents	17		14		13		
Number of EDR complaints solely involving issues PRE assignment of debt Number of EDR complaints solely involving issues POST assignment of debt Number of EDR complaints involving issues BOTH PRE and POST assignment of debt	Number	%	Number	%	Number	%	
	657	36.1%	952	45.1%	594	31.0%	
	704	38.7%	700	33.1%	692	36.2%	
	460	25.3%	461	21.8%	628	32.8%	
Total	1,821	100.0%	2,113	100.0%	1,914	100.0%	
For resolved EDR complaints - stage at which resolution was reached							
Number of Respondents	17		15		14		
Referral stage Workflow stage Case Management 1 stage Conciliation / Case Management 2 stage AFCA Preliminary Assessment Determination by AFCA	Number	%	Number	%	Number	%	
	1,319	69.0%	1,813	63.8%	1,027	57.5%	
	170	8.9%	128	4.5%	182	10.2%	
	232	12.1%	456	16.0%	320	17.9%	
	105	5.5%	293	10.3%	195	10.9%	
	53	2.8%	95	3.3%	42	2.4%	
	33	1.7%	58	2.0%	20	1.1%	
Total	1,912	100.0%	2,843	100.0%	1,786	100.0%	

<b>PART 2 (cont'd)</b>	<b>12 month period to 30/06/2021</b>	<b>12 month period to 30/06/2020</b>	<b>12 month period to 30/06/2019</b>
<b>NOTIFICATIONS BY REGULATORS</b>			
<b>Number of notifications during period by regulators of alleged breaches</b>			
Number of Respondents	18	15	14
	<b>Number</b>	<b>Number</b>	<b>Number</b>
<b>Total</b>	<b>2</b>	<b>6</b>	<b>8</b>
<b>Notifications from regulators as a ratio of consumer contacts:</b>			
	<b>%</b>	<b>%</b>	<b>%</b>
	<b>0.000002%</b>	<b>0.000006%</b>	<b>0.000006%</b>
<b>Outcome of notifications during period from regulators</b>			
Number of Respondents	18	15	14
	<b>Number</b>	<b>Number</b>	<b>Number</b>
<b>No finding of breach/dismissed</b>	1	5	7
<b>Apology offered to consumer</b>	0	0	0
<b>Written warning</b>	0	0	0
<b>Enforceable undertaking</b>	0	0	0
<b>Court decision pending</b>	0	0	0
<b>Court proceedings finalised</b>	0	1	0
<b>Other - unspecified</b>	0	0	0
<b>Not yet resolved</b>	1	0	1
<b>Total</b>	<b>2</b>	<b>6</b>	<b>8</b>
<b>Note:</b> Number of notifications by regulators of alleged breaches will not always reconcile to Outcomes of notifications from regulators due to timing issues.			
<b>COMPLAINT COSTS</b>			
<b>Costs of complaints in terms of fees and expenses</b>			
Number of Respondents	13	12	12
	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>IDR Costs</b>	\$4,035,599	\$2,497,102	\$1,453,477
<b>EDR Costs</b>	\$2,988,093	\$3,902,312	\$2,171,986
<b>Regulator Costs</b>	\$370	\$802,920	\$0
<b>Total</b>	<b>\$7,024,062</b>	<b>\$7,202,334</b>	<b>\$3,625,463</b>



# Australian Collectors & Debt Buyers Association thanks the participants to its FY2021 Industry Data Survey:



## Member respondents\*

(being Subscribers to the ACDBA Code of Practice)

- Axess Australia Pty Ltd
- CCC Financial Solutions Pty Ltd
- CFMG Pty Ltd
- Charter Mercantile Pty Ltd
- CollectAU Pty Ltd
- Collection House Limited (ASX: CLH)
- Complete Credit Solutions Pty Ltd
- Credit Collection Services Group Pty Ltd
- Credit Corp Group Limited (ASX: CCP)
- Lyndon Peak Pty Ltd t/as Access Mercantile Services
- PF Australia Pty Ltd
- Pioneer Credit Limited
- PRA Australia Pty Ltd
- Prushka Fast Debt Recovery Pty Ltd
- Recoveries Corporation Holdings Pty Ltd
- Shield Mercantile Pty Ltd
- Standard8 Advisory Pty Ltd

## Other industry respondents

- illion Australia Pty Ltd