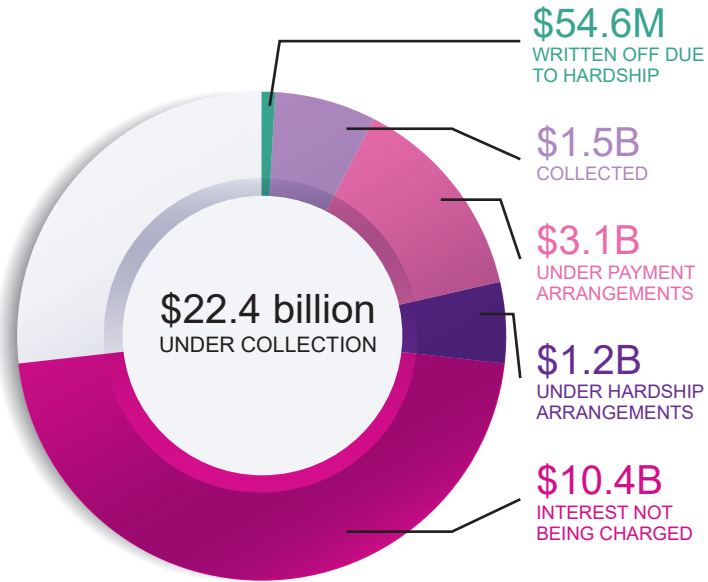


▶ VALUES

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



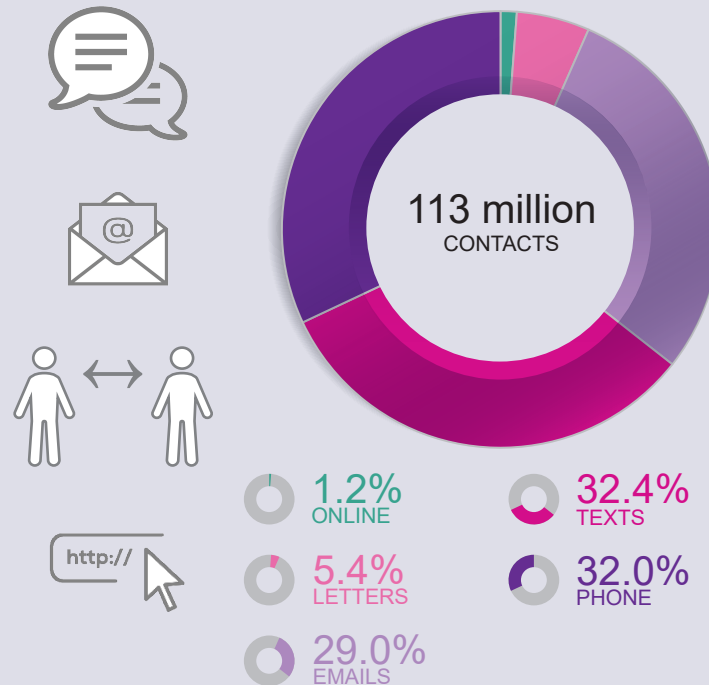
There were 2,707 collectors in 41 offices across Australia and overseas (Fiji, India, NZ, Philippines & South Africa) tasked 40% to contingent & 60% to debt purchase accounts. Respondents had 126 full time equivalent compliance officers.

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Some 18% of complaints had no basis, insufficient detail or were withdrawn and a further 45% related to credit report issues (mostly PRE assignment).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

PARTICIPATION	2021	2020	2019
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

PART 1	Snapshot at 30/06/2021	Snapshot at 30/06/2020	Snapshot at 30/06/2019
--------	---------------------------	---------------------------	---------------------------

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
Total	\$22,387,473,203	8,073,834	\$21,970,397,641	7,794,938	\$22,052,534,572	7,741,237

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%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Accounts under payment arrangements

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

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	
	Number		Number		Number	
Contingent collections	1,170		1,047		1,058	
Debt purchase collections	1,537		1,631		1,482	
Unspecified	0		0		0	
Total	2,707		2,678		2,540	
Gender of employees						
Number of Respondents	17		15		14	
	Number		Number		Number	
Male employees	1,070		1,169		1,177	
Female employees	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	

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

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
CONTACT WITH DEBTORS			
Total number of contacts made with consumers and/or their representatives			
Number of Respondents	15	14	14
	Number	Number	Number
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
Total	113,529,758	100,062,815	123,981,410
On a percentage breakdown contacts made with consumers and/or their representatives were			
Number of Respondents	15	14	14
	%	%	%
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%
Total	100.0%	100.0%	100.0%

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
------------------------	--	--	--

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	17	15	14
	Number	Number	Number
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.

Incidents received from consumers as a ratio of consumer contacts:

Number of Respondents	17	15	14
	%	%	%
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%

Outcome of incidents received from consumers

Number of Respondents	16		15		14	
	Number	%	Number	%	Number	%
Credit file listing corrected/removed	11,068	45.4%	5,386	22.8%	2,689	36.2%
No basis or insufficient detail to investigate or consumer did not respond	4,420	18.1%	6,697	28.4%	1,663	22.4%
Account paid	1,770	7.3%	580	2.5%	368	5.0%
Matter referred back to client for resolution	1,029	4.2%	2,213	9.4%	557	7.5%
Account waiver	813	3.3%	0	0.0%		
Arrangement made/settlement accepted	771	3.2%	1,907	8.1%	612	8.2%
Interest waiver or freeze	191	0.8%	0	0.0%		
Withdrawn by consumer	152	0.6%	358	1.5%	118	1.6%
Apology letter issued to consumer	96	0.4%	95	0.4%	142	1.9%
Internal processes reviewed/amended	78	0.3%	45	0.2%	33	0.4%
Finalised by EDR award in favour of consumer	32	0.1%	18	0.1%	15	0.2%
Other or not dissected	3,361	13.8%	5,423	23.0%	859	11.6%
Not yet resolved	577	2.4%	897	3.8%	377	5.1%
Total	24,358	100.0%	23,619	100.0%	7,433	100.0%

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	
	Number	%	Number	%	Number	%
Total number of EDR complaints lodged	1,932	100.0%	2,998	100.0%	2,473	100.0%
Number of those EDR complaints lodged by an authorised third party for the debtor	274	14.2%	442	14.7%	299	12.1%
Basis of EDR complaints						
Number of Respondents	17		14		13	
	Number	%	Number	%	Number	%
Number of EDR complaints solely involving issues PRE assignment of debt	657	36.1%	952	45.1%	594	31.0%
Number of EDR complaints solely involving issues POST assignment of debt	704	38.7%	700	33.1%	692	36.2%
Number of EDR complaints involving issues BOTH PRE and POST assignment of debt	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	
	Number	%	Number	%	Number	%
Referral stage	1,319	69.0%	1,813	63.8%	1,027	57.5%
Workflow stage	170	8.9%	128	4.5%	182	10.2%
Case Management 1 stage	232	12.1%	456	16.0%	320	17.9%
Conciliation / Case Management 2 stage	105	5.5%	293	10.3%	195	10.9%
AFCA Preliminary Assessment	53	2.8%	95	3.3%	42	2.4%
Determination by AFCA	33	1.7%	58	2.0%	20	1.1%
Total	1,912	100.0%	2,843	100.0%	1,786	100.0%

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
NOTIFICATIONS BY REGULATORS			
Number of notifications during period by regulators of alleged breaches			
Number of Respondents	18	15	14
	Number	Number	Number
Total	2	6	8
Notifications from regulators as a ratio of consumer contacts:			
	%	%	%
	0.000002%	0.000006%	0.000006%
Outcome of notifications during period from regulators			
Number of Respondents	18	15	14
	Number	Number	Number
No finding of breach/dismissed	1	5	7
Apology offered to consumer	0	0	0
Written warning	0	0	0
Enforceable undertaking	0	0	0
Court decision pending	0	0	0
Court proceedings finalised	0	1	0
Other - unspecified	0	0	0
Not yet resolved	1	0	1
Total	2	6	8
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	13	12	12
	\$	\$	\$
IDR Costs	\$4,035,599	\$2,497,102	\$1,453,477
EDR Costs	\$2,988,093	\$3,902,312	\$2,171,986
Regulator Costs	\$370	\$802,920	\$0
Total	\$7,024,062	\$7,202,334	\$3,625,463

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