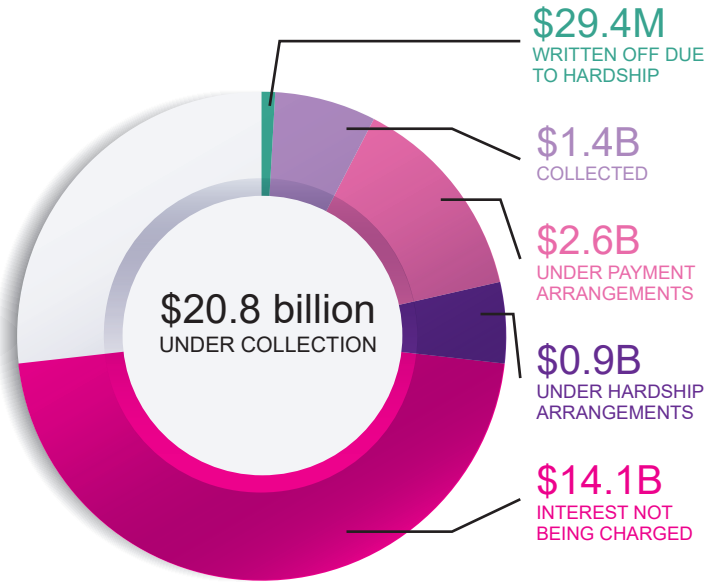


▶ VALUES

Reported accounts under collection in Australia in FY2022 numbered 7.9 million with a total value of \$20.8 billion.

Contingent collections were 65% of accounts and 39% of debt whereas purchased collections were 35% of accounts and 61% of debt.



▶ PEOPLE



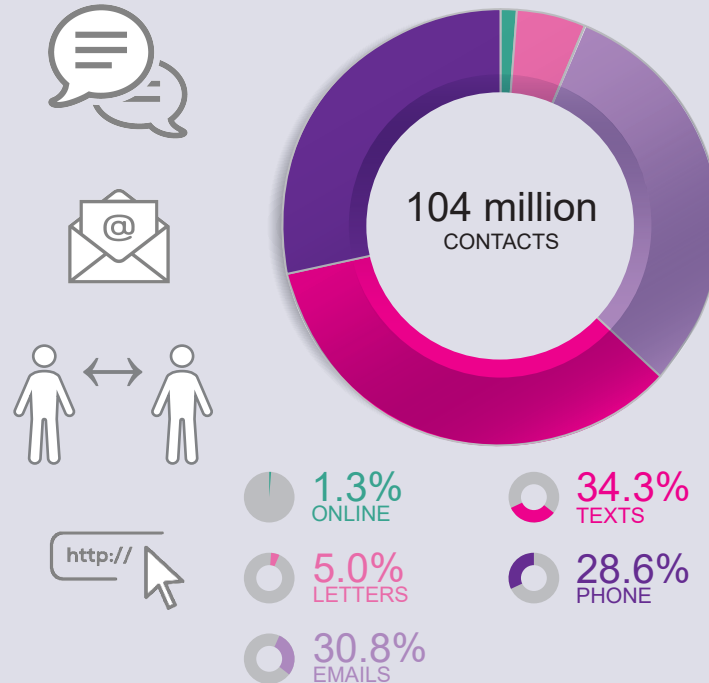
There were 2,633 collectors in 44 offices across Australia and overseas (Fiji, India, NZ, Philippines & South Africa) tasked 44% to contingent & 56% to debt purchase accounts. Respondents had 131 full time equivalent compliance officers.

Data Snapshot | 2022

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

▶ CONTACTS

In FY2022 phone & texts remained the preferred channels for communicating with consumers.



AUSTRALIAN COLLECTORS &
DEBT BUYERS ASSOCIATION

▶ CONDUCT

IDR complaints recorded in accordance with RG 271 totalled 38,712 with 1% escalated to EDR.



66% of the 1,551 complaints to EDR bypassed IDR.

38% of EDR complaints involved issues PRE assignment of debt and 33% issues POST assignment.

Some 21% of complaints had no basis, insufficient detail or were withdrawn and a further 21% related to credit report issues

Complaints as a percentage of the 104 million total contacts made revealed very low incident rates:

% Complaints of Contacts	
Via IDR	0.0371%
Via EDR	0.0015%

Analysis of Results of Industry Data Survey conducted by ACDBA 3 Years to 30 June 2022



PARTICIPATION	2022	2021	2020
Member respondents	16	17	13
Other industry respondents	1	2	2
Members who failed to respond	2	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 and 2022 to create an appropriate baseline for trend analysis between periods.

PART 1	Snapshot at 30/06/2022	Snapshot at 30/06/2021	Snapshot at 30/06/2020
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Total value of debts under collection in terms of

Number of Respondents	16		17		15	
	\$	No. of files	\$	No. of files	\$	No. of files
Contingent collections	\$8,038,045,330	5,094,758	\$8,444,088,133	5,095,804	\$6,493,459,604	4,804,057
Debt purchase collections	\$12,736,157,901	2,777,049	\$13,943,385,070	2,978,030	\$15,476,938,037	2,990,881
Not specified	\$0	0	\$0	0	\$0	0
Total	\$20,774,203,231	7,871,807	\$22,387,473,203	8,073,834	\$21,970,397,641	7,794,938

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

Number of Respondents	16		17		15	
	\$	No. of files	\$	No. of files	\$	No. of files
Contingent collections	38.7%	64.7%	37.7%	63.1%	29.6%	61.6%
Debt purchase collections	61.3%	35.3%	62.3%	36.9%	70.4%	38.4%
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	16		17		15	
	\$	No. of files	\$	No. of files	\$	No. of files
Total	\$2,571,853,955	522,141	\$3,060,247,201	556,422	\$2,808,284,062	533,516

PART 1 (cont'd)	Snapshot at 30/06/2022		Snapshot at 30/06/2021		Snapshot at 30/06/2020	
Accounts under hardship arrangements						
Number of Respondents	16		17		15	
	\$	No. of files	\$	No. of files	\$	No. of files
Total	\$939,152,014	101,593	\$1,158,687,566	107,786	\$1,460,055,284	202,359
Accounts where interest is not being charged						
Number of Respondents	16		17		15	
	\$	No. of files	\$	No. of files	\$	No. of files
Total	\$14,121,156,727	7,164,031	\$10,408,096,063	5,151,408	\$14,690,542,424	4,588,962
Number of employees in terms of						
Number of Respondents	16		17		15	
	Number		Number		Number	
Contingent collections	1,161		1,170		1,047	
Debt purchase collections	1,472		1,537		1,631	
Unspecified	0		0		0	
Total	2,633		2,707		2,678	
Gender of employees						
Number of Respondents	16		17		15	
	Number		Number		Number	
Male employees	1,082		1,070		1,169	
Female employees	1,549		1,637		1,509	
Non-binary employees	2					
Total	2,633		2,707		2,678	
Number of compliance officers						
Number of Respondents	16		17		15	
	Number		Number		Number	
Total	131		126		90	
Number of collection offices						
Number of Respondents	16		18		15	
	Number		Number		Number	
Total	44		41		43	

PART 2	12 month period to 30/06/2022	12 month period to 30/06/2021	12 month period to 30/06/2020
Total value collected from accounts			
Number of Respondents	16	17	15
	\$	\$	\$
Total	\$1,357,178,521	\$1,549,055,412	\$1,894,969,676
HARDSHIP			
Total value of debt written off in response to genuine long term hardship situations			
Number of Respondents	12	14	12
	\$	\$	\$
Total	\$29,379,111	\$54,659,689	\$31,309,960
ACCOUNTS UNDER PAYMENT ARRANGEMENTS			
Total number of arrangements made with debtors and/or their representatives via			
Number of Respondents	15	16	14
	Number	Number	Number
Negotiation with a collector	910,591	1,112,089	1,428,781
Online through a digital portal	239,408	239,338	350,214
Other method	1,916	15,437	18,804
Total	1,151,915	1,366,864	1,797,799
Total number of arrangements kept by debtors (at least a single payment received) where arrangement was made via			
Number of Respondents	14	13	13
	Number	Number	Number
Negotiation with a collector	737,812	766,061	1,140,593
Online through a digital portal	180,208	168,542	212,272
Other method	1,829	11,735	15,471
Total	919,849	946,338	1,368,336

PART 2 (cont'd)	12 month period to 30/06/2022	12 month period to 30/06/2021	12 month period to 30/06/2020
CONTACT WITH DEBTORS			
Total number of contacts made with consumers and/or their representatives			
Number of Respondents	16	15	14
	Number	Number	Number
Telephone calls	29,903,362	36,360,989	26,827,544
SMS/text messages	35,753,534	36,747,430	38,812,625
Letters	5,163,619	6,101,371	6,067,205
Emails	32,118,370	32,937,416	27,439,122
Debtor portal online	1,365,111	1,382,552	916,319
Total	104,303,996	113,529,758	100,062,815
On a percentage breakdown contacts made with consumers and/or their representatives were			
Number of Respondents	16	15	14
	%	%	%
Telephone calls	28.7%	32.0%	26.8%
SMS/text messages	34.3%	32.4%	38.8%
Letters	5.0%	5.4%	6.1%
Emails	30.8%	29.0%	27.4%
Debtor portal online	1.3%	1.2%	0.9%
Total	100.0%	100.0%	100.0%

PART 2 (cont'd)	12 month period to 30/06/2022	12 month period to 30/06/2021	12 month period to 30/06/2020
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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	16	17	15
	Number	Number	Number
Total via IDR (including IDR complaints escalated to EDR)	38,712	22,236	22,128
IDR complaints escalated to EDR	525	519	933
Total via EDR (including IDR complaints escalated to EDR)	1,551	1,933	2,998
EDR complaints not first lodged through IDR	1,026	1,414	2,065
Total via regulators	4	3	6

Methodology for recording IDR complaints amended in FY2022 to align with RG 271 Internal Dispute Resolution which requires any expression of dissatisfaction to be recorded as a complaint.
1.4% of IDR matters in FY2022 were unresolved and escalated to EDR.

Incidents received from consumers as a ratio of consumer contacts:

Number of Respondents	16	17	15
	%	%	%
Total via IDR (including IDR complaints escalated to EDR)	0.0371%	0.0196%	0.0221%
Total via EDR (including IDR complaints escalated to EDR)	0.0015%	0.0017%	0.0030%
Total via regulators	0.00000%	0.00000%	0.00001%

Outcome of incidents received from consumers

Number of Respondents	16		16		15	
	Number	%	Number	%	Number	%
Credit file listing corrected/removed	8,467	20.5%	11,068	45.4%	5,386	22.8%
No basis or insufficient detail to investigate or consumer did not respond	8,815	21.4%	4,420	18.1%	6,697	28.4%
Account paid	589	1.4%	1,770	7.3%	580	2.5%
Matter referred back to client for resolution	9,062	22.0%	1,029	4.2%	2,213	9.4%
Account waiver	2,273	5.5%	813	3.3%	0	0.0%
Arrangement made/settlement accepted	7,728	18.7%	771	3.2%	1,907	8.1%
Interest waiver or freeze	178	0.4%	191	0.8%	0	0.0%
Withdrawn by consumer	333	0.8%	152	0.6%	358	1.5%
Apology letter issued to consumer	149	0.4%	96	0.4%	95	0.4%
Internal processes reviewed/amended	2	0.0%	78	0.3%	45	0.2%
Finalised by EDR award in favour of consumer	11	0.0%	32	0.1%	18	0.1%
Other or not dissected	2,407	5.8%	3,361	13.8%	5,423	23.0%
Not yet resolved	1,231	3.0%	577	2.4%	897	3.8%
Total	41,245	100.0%	24,358	100.0%	23,619	100.0%

PART 2 (cont'd)	12 month period to 30/06/2022		12 month period to 30/06/2021		12 month period to 30/06/2020	
UNDERSTANDING EDR MATTERS						
Number of EDR complaints						
Number of Respondents	16		18		15	
	Number	%	Number	%	Number	%
Total number of EDR complaints lodged	1,551	100.0%	1,932	100.0%	2,998	100.0%
Number of those EDR complaints lodged by an authorised third party for the debtor	106	6.8%	274	14.2%	442	14.7%
Basis of EDR complaints						
Number of Respondents	15		17		14	
	Number	%	Number	%	Number	%
Number of EDR complaints solely involving issues PRE assignment of debt	585	37.8%	657	36.1%	952	45.1%
Number of EDR complaints solely involving issues POST assignment of debt	508	32.8%	704	38.7%	700	33.1%
Number of EDR complaints involving issues BOTH PRE and POST assignment of debt	455	29.4%	460	25.3%	461	21.8%
Total	1,548	100.0%	1,821	100.0%	2,113	100.0%
For resolved EDR complaints - stage at which resolution was reached						
Number of Respondents	16		17		15	
	Number	%	Number	%	Number	%
Referral stage	904	56.4%	1,319	69.0%	1,813	63.8%
Workflow stage	18	1.1%	170	8.9%	128	4.5%
Case Management 1 stage	234	14.6%	232	12.1%	456	16.0%
Outside AFCA Rules/Terms of Reference	328	20.4%				
Conciliation / Case Management 2 stage	71	4.4%	105	5.5%	293	10.3%
AFCA Preliminary Assessment	28	1.7%	53	2.8%	95	3.3%
Determination by AFCA	21	1.3%	33	1.7%	58	2.0%
Total	1,604	100.0%	1,912	100.0%	2,843	100.0%

PART 2 (cont'd)	12 month period to 30/06/2022	12 month period to 30/06/2021	12 month period to 30/06/2020
NOTIFICATIONS BY REGULATORS			
Number of notifications during period by regulators of alleged breaches			
Number of Respondents	16	18	15
	Number	Number	Number
Total	1	2	6
Notifications from regulators as a ratio of consumer contacts:			
	%	%	%
	0.000001%	0.000002%	0.000006%
Outcome of notifications during period from regulators			
Number of Respondents	16	18	15
	Number	Number	Number
No finding of breach/dismissed	1	1	5
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	0	1
Other - unspecified	0	0	0
Not yet resolved	0	1	0
Total	1	2	6
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	15	13	12
	\$	\$	\$
IDR Costs	\$5,132,852	\$4,035,599	\$2,497,102
EDR Costs	\$3,408,586	\$2,988,093	\$3,902,312
Regulator Costs	\$345,052	\$370	\$802,920
Total	\$8,886,490	\$7,024,062	\$7,202,334

Australian Collectors & Debt Buyers Association thanks participants of the FY2022 Industry Data Survey:



Member respondents*

(being Subscribers to the ACDBA Code of Practice)

- Axxess Australia Pty Ltd
- CCC Financial Solutions Pty Ltd
- CFMG Pty Ltd t/as reminda
- Charter Mercantile Pty Ltd
- CollectAU Pty Ltd
- Collection House Limited
- Complete Credit Solutions Pty Ltd
- Credit Collection Services Group Pty Ltd
- Credit Corp Group Limited (ASX: CCP)
- PF Australia Pty Ltd
- Pioneer Credit Limited
- PRA Australia Pty Ltd
- Recoveries Corporation Holdings Pty Ltd
- Shield Mercantile Pty Ltd
- Standard8 Advisory Pty Ltd
- Strategic Collections Pty Ltd

Other industry respondents

- illion Australia Pty Ltd