October 2025

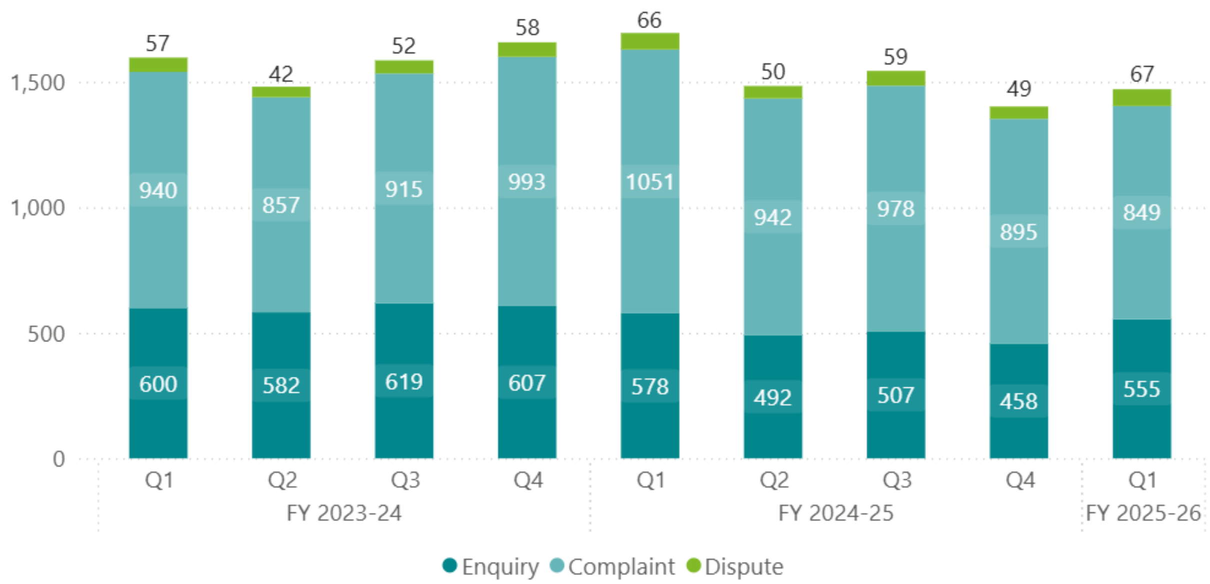
Quarterly Report

Overview

Case volumes rose 3 per cent during the first quarter (July – September 2025-26) compared with the previous quarter. Dispute volumes rose 37 per cent. Fraud and scam complaints continued to decline, as did complaints about service delays.

Cases received per quarter

The graph below shows a quarterly breakdown of cases (enquiries, complaints and disputes) received. This quarter, we received 3 per cent more cases than in the previous quarter (21 per cent more enquiries, 5 per cent fewer complaints and 37 per cent more disputes).



Cases received by bank

The following table shows a breakdown of enquiries, complaints and disputes by bank this quarter.

Cases received by bank	Enquiries	Complaints	Disputes	Total cases	Case share for quarter
Large					
ANZ	49	189	14	234	16.8%
*ASB	120	175	10	292	20.9%
BNZ	27	111	9	138	9.9%
Kiwibank	16	138	14	153	11.0%
Westpac	29	137	8	165	11.8%
Medium					
Heartland Bank	43	40	8	83	6.0%
HSBC	-	-	-	-	0.0%
Rabobank	4	7	-	11	0.8%
SBS	2	7	-	9	0.6%
The Co-operative Bank	7	26	2	33	2.4%
TSB	15	16	1	31	2.2%
Small					
Bank of Baroda	2	2	1	4	0.3%
Bank of China	1	-	-	1	0.1%
Bank of India	-	-	-	-	0.0%
China Construction Bank	-	-	-	-	0.0%
ICBC	4	-	-	4	0.3%
Nelson Building Society	-	1	-	1	0.1%
Bank not specified	235	-	-	235	
Total	**554**	**849**	**67**	**1394**	

*We received a higher number of enquiries about ASB caused by customers mistakenly contacting us as a result of confusing contact details in letters sent out by the bank.

Enquiry
An initial contact, frequently over the phone, about a banking problem.

Complaint
A problem someone has lodged with us about a bank that we formally hand over to its internal complaints process.

Dispute
A complaint a bank cannot resolve to the customer's satisfaction.

Cases
Total cases will be less than the total of enquiries, complaints and disputes because some cases move through several or all these stages but are only counted as one unique case.

Market share comparison

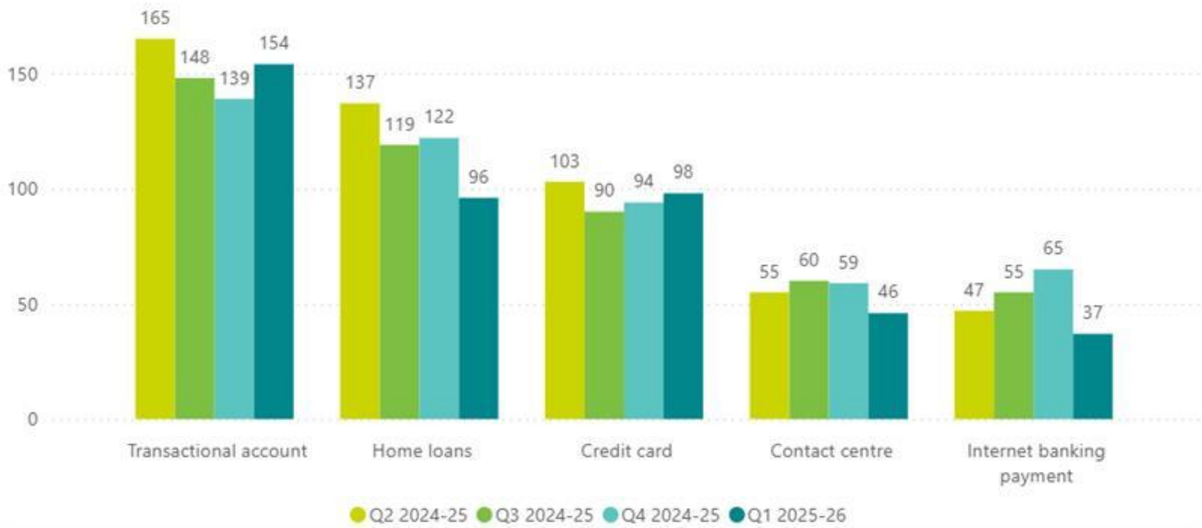
The following table shows a breakdown of the proportion of complaints and disputes by bank this quarter and how the result compares to banks' market share. (Note: only banks with 15 or more complaints or disputes are shown.)

Bank	Complaint share	Dispute share	Adjusted market share
ANZ	22.3%	20.9%	28.0%
ASB	▲ 20.6%	14.9%	18.0%
BNZ	13.1%	13.4%	18.0%
Kiwibank	▲ 16.3%	▲ 20.9%	9.0%
Westpac	16.1%	11.9%	18.6%
Heartland Bank	▲ 4.7%	▲ 11.9%	0.8%
The Co-operative Bank	▲ 3.1%	▲ 3.0%	0.5%
TSB	1.9%	1.5%	1.3%

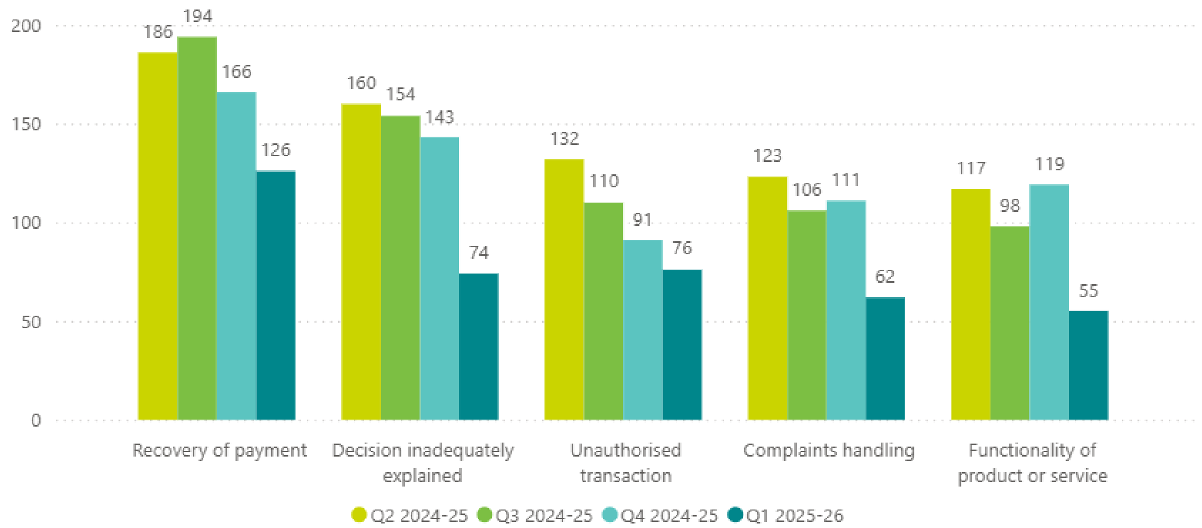
Complaint themes

The graphs below show the most frequently complained about products and problems for the quarter and previous three quarters. The most notable change was the 21 per cent drop in complaints about home loans compared with the previous quarter which had been at stable levels during the previous three quarters.

Top five products

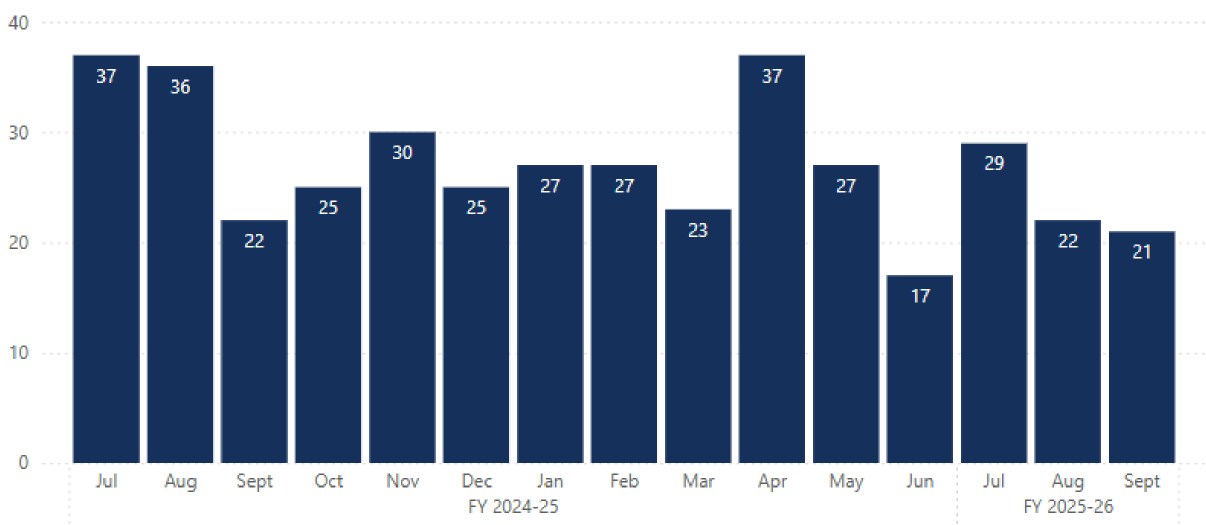


Top five problems

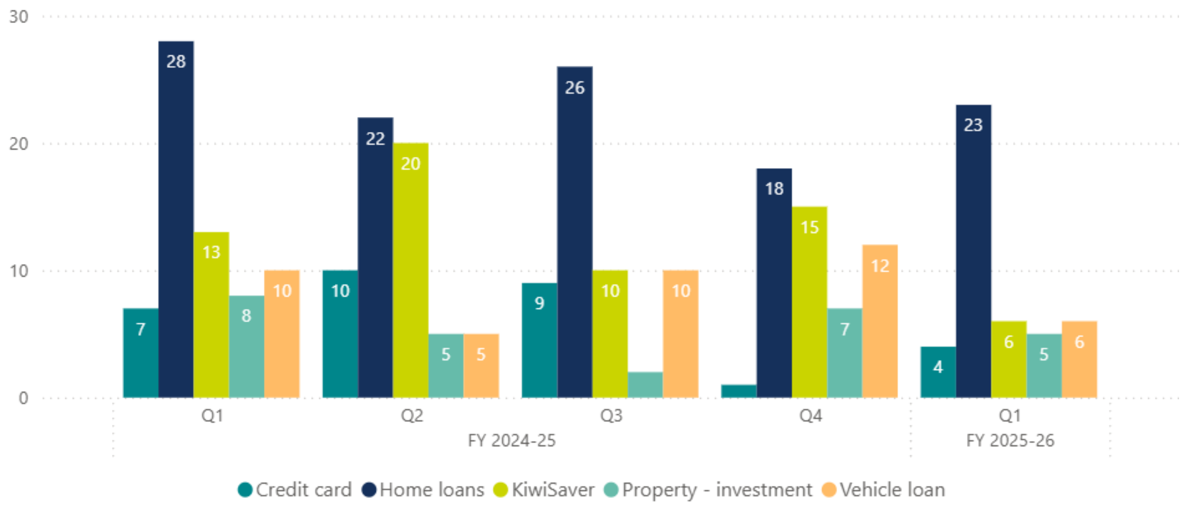


Financial hardship and debt collection

Hardship complaints fell 11 per cent during the quarter compared with the previous quarter, mainly because of fewer complaints about vehicle loans and hardship withdrawals from KiwiSaver. However, complaints about property lending remained steady.



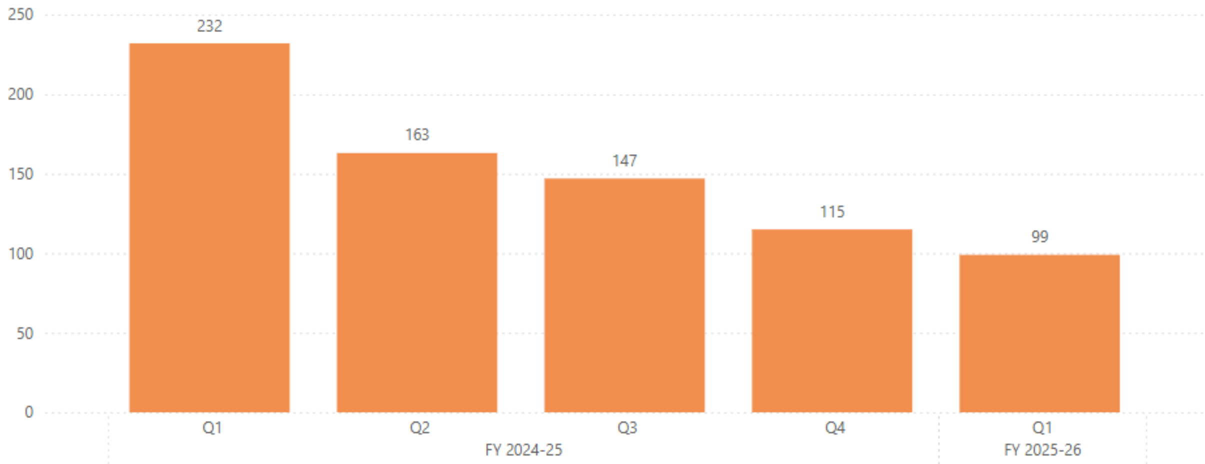
Home loan complaints made up more than a third of all hardship complaints this quarter – more than three times any other product type.



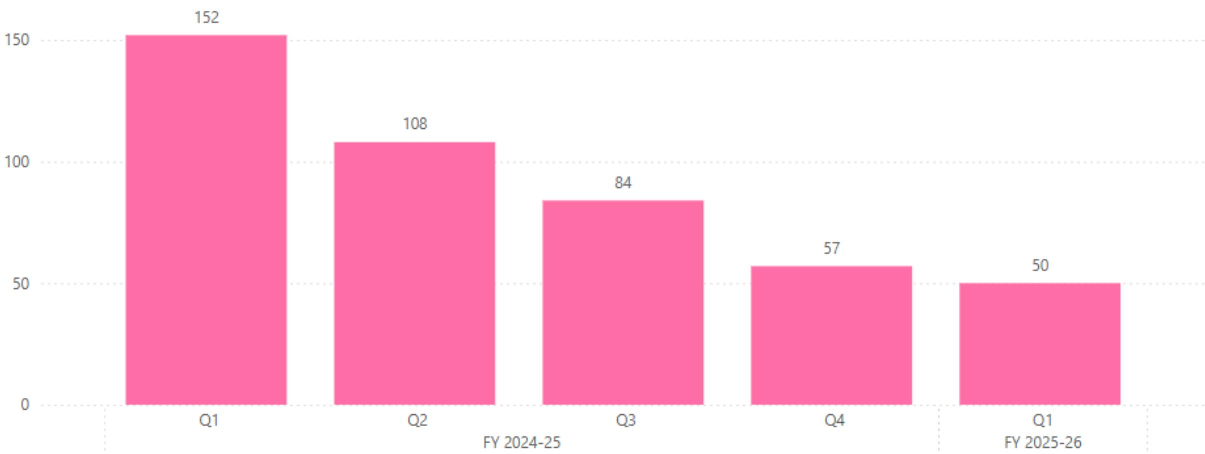
Fraud and scams

Fraud and scam complaints dropped to 99 this quarter, down from 232 in the same quarter a year ago and the lowest level in three years. Unauthorised transaction complaints fell even more sharply – down 67 per cent from 152 to 50 complaints. This continues a consistent downward trend during 2024-25.

Fraud/scam complaints

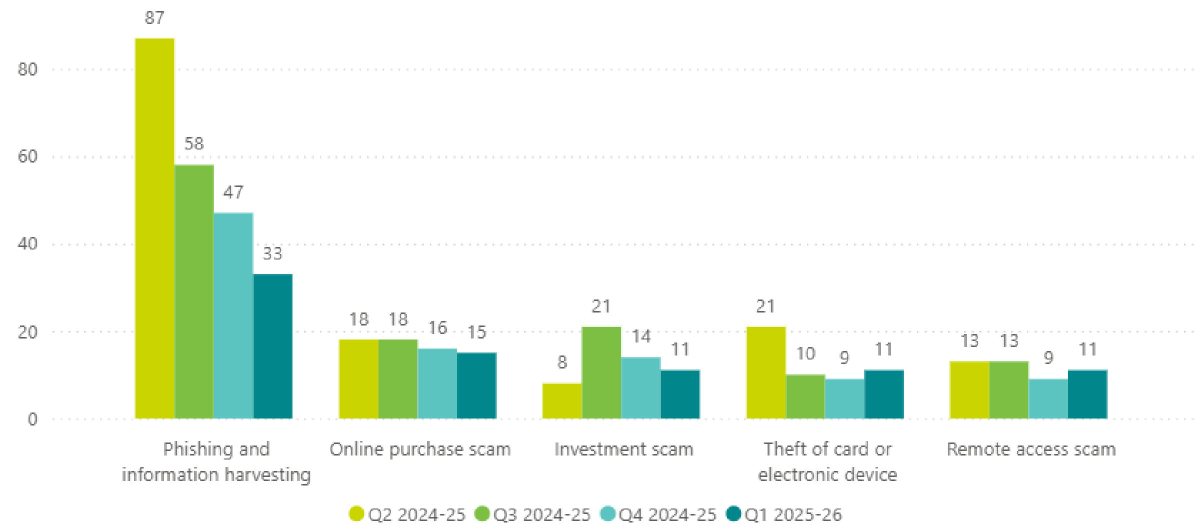


Unauthorised fraud complaints



Phishing and information harvesting remained the dominant category despite recording the biggest decline. Other categories showed stable, low volumes. The sustained reduction is likely to be the result of greater customer awareness about scams and better complaint responses from banks.

Top five fraud/scams

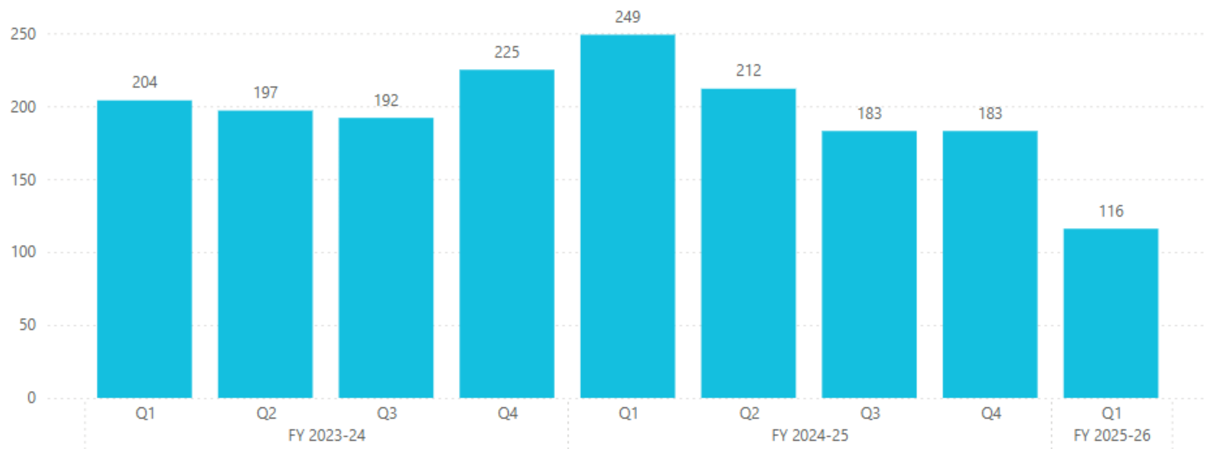


Delays

Delay-related complaints fell 37 per cent compared with the previous quarter, and 54 per cent compared with the same quarter a year ago. During 2024-25, complaints about delays made up between 20 per cent and 24 per cent of all complaints. For this quarter, however, they accounted for only 14 per cent.

Delays relating to fraud complaints fell 37 per cent compared with the previous quarter, and 87 per cent compared with the same quarter a year ago. Delays relating to service complaints dropped 47 per cent compared with the same quarter last year.

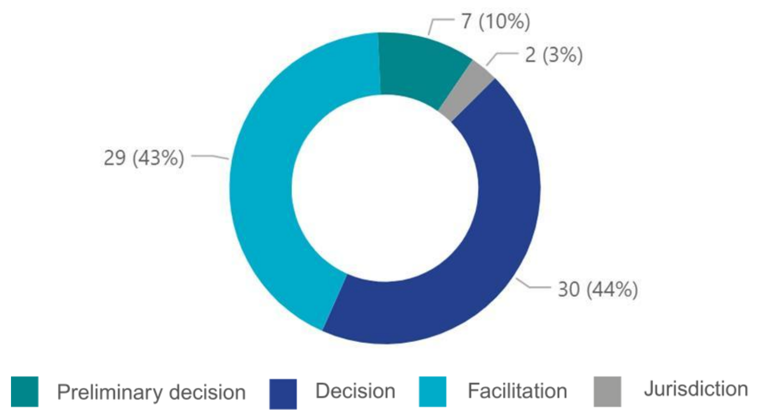
Delay complaints



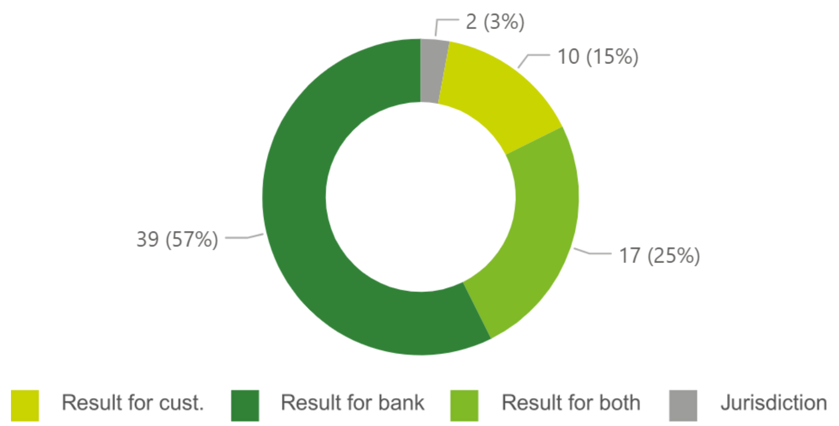
Disputes

Disputes rose 37 per cent compared with the previous quarter, pushing up the complaint-to-dispute escalation rate from 5.5 per cent to 7.9 per cent. Lending disputes remained the biggest category, accounting for more than a third of all disputes and most commonly involved home loans. These disputes were mainly about service deficiencies and inadequate or misleading advice and information. Fraud and scam disputes fell by 22 per cent compared with the previous quarter and made up 10 per cent of the total.

Dispute resolution method



Dispute outcome



Total compensation paid	Average working days
$689,637 Last quarter: $425,207	**50** Last quarter: 60

Dispute met timeframes	Complaints escalated to dispute
97.1% Last quarter: 91%	**7.9%** Last quarter: 5.5%