

January 2026

# Quarterly Report

## Overview

Case volumes dropped 14 per cent during the second quarter (October 2025 – December 2025) compared with the previous quarter. Dispute volumes dropped 3 per cent. Fraud and scam complaints continued to decline, while complaints about service delays increased for the first time since the first quarter of 2024-25.

## Cases received per quarter

The graph below shows a quarterly breakdown of cases (enquiries, complaints and disputes) received. This quarter, we received 14 per cent fewer cases than in the previous quarter (27 per cent fewer enquiries, 6 per cent fewer complaints and 3 per cent fewer 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
<b>Large</b>					
ANZ	34	191	12	224	18.6%
ASB	41	155	15	195	16.2%
BNZ	13	116	9	129	10.7%
Kiwibank	24	128	12	151	12.6%
Westpac	23	138	11	161	13.4%
<b>Medium</b>					
Heartland Bank	29	23	1	52	4.3%
Rabobank	4	4	-	8	0.7%
SBS	1	9	1	10	0.8%
The Co-operative Bank	2	16	-	18	1.5%
TSB	11	15	1	26	2.2%
<b>Small</b>					
Bank of Baroda	-	1	-	1	0.1%
Bank of China	-	1	2	1	0.1%
Bank of India	-	-	-	-	0.0%
China Construction Bank	-	-	-	-	0.0%
ICBC	4	-	-	4	0.3%
Nelson Building Society	-	3	1	3	0.2%
Bank not specified	220	-	-	220	
<b>Total</b>	<b>406</b>	<b>800</b>	<b>65</b>	<b>1203</b>	

### 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	23.0%	19.7%	28.0%
ASB	▲ 20.0%	18.9%	18.0%
BNZ	13.8%	13.6%	18.0%
Kiwibank	▲ 16.1%	▲ 19.7%	9.0%
Westpac	16.7%	14.4%	18.6%
Heartland Bank	▲ 3.8%	▲ 6.8%	0.8%
The Co-operative Bank	▲ 2.5%	▲ 1.5%	0.5%
TSB	1.9%	1.5%	1.3%

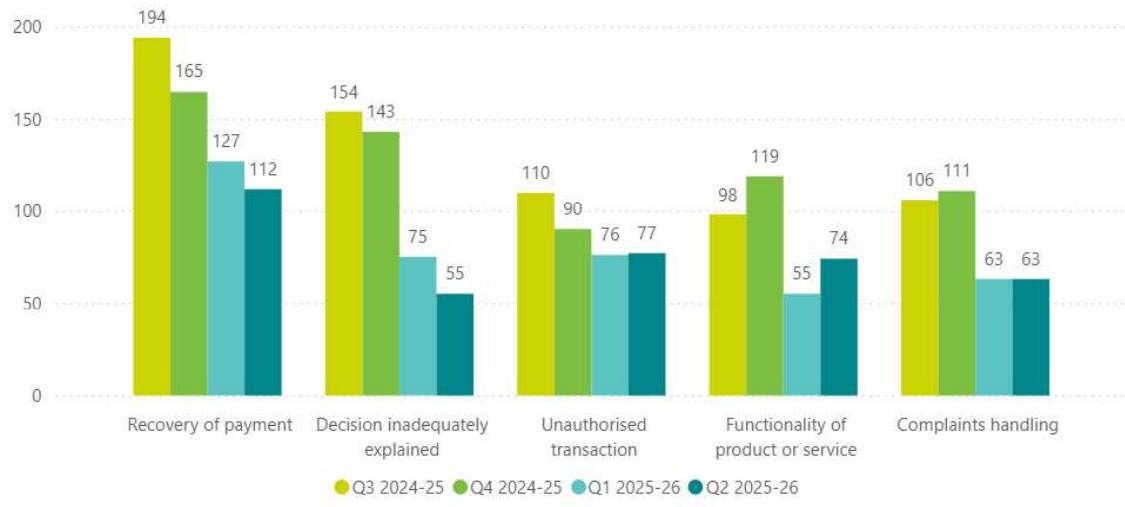
## Complaint themes

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 rise in complaints about debit cards during the past two quarters. Such complaints had been at stable levels during the preceding two quarters.

**Top five products**



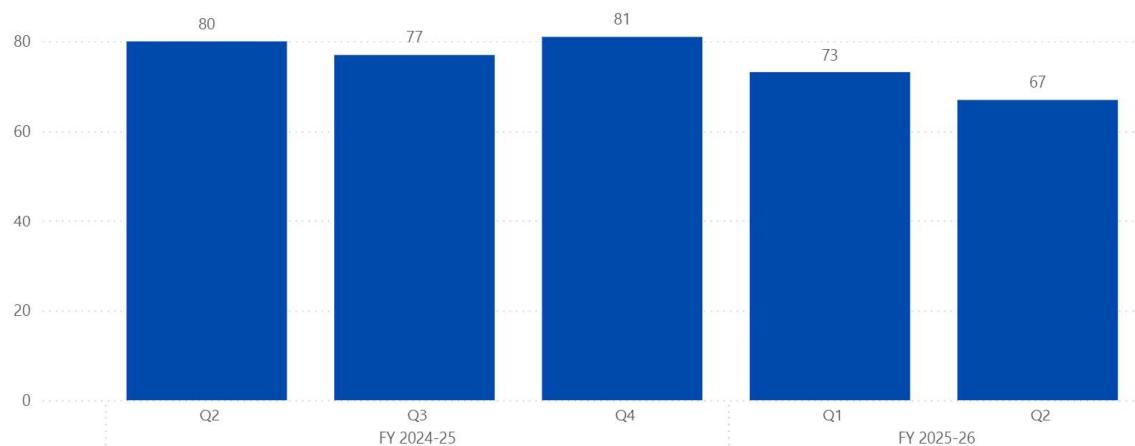
**Top five problems**



## Financial hardship and debt collection

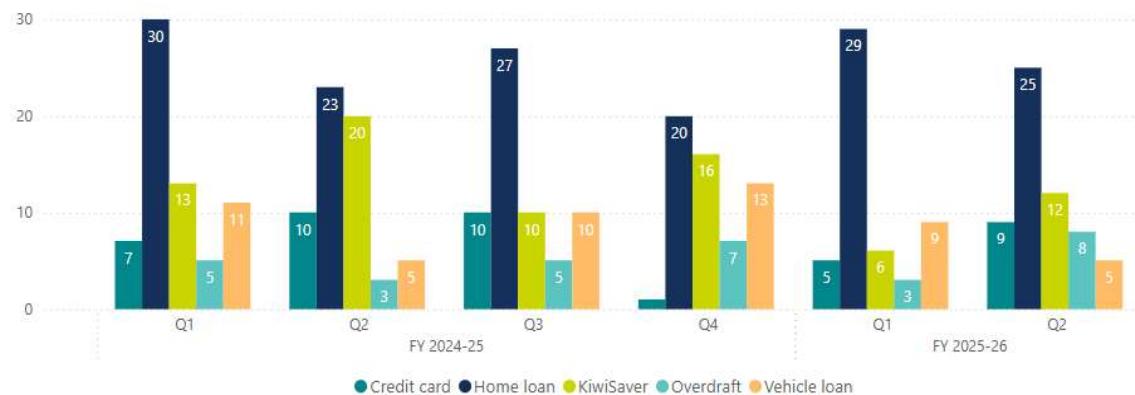
Hardship complaints fell 8 per cent this quarter compared with the previous quarter. Complaints about KiwiSaver hardship withdrawals doubled but remained slightly below the quarterly average from last financial year.

**Financial hardship complaints**



Home loan complaints made up nearly 40 per cent of all hardship complaints this quarter, double any other product type.

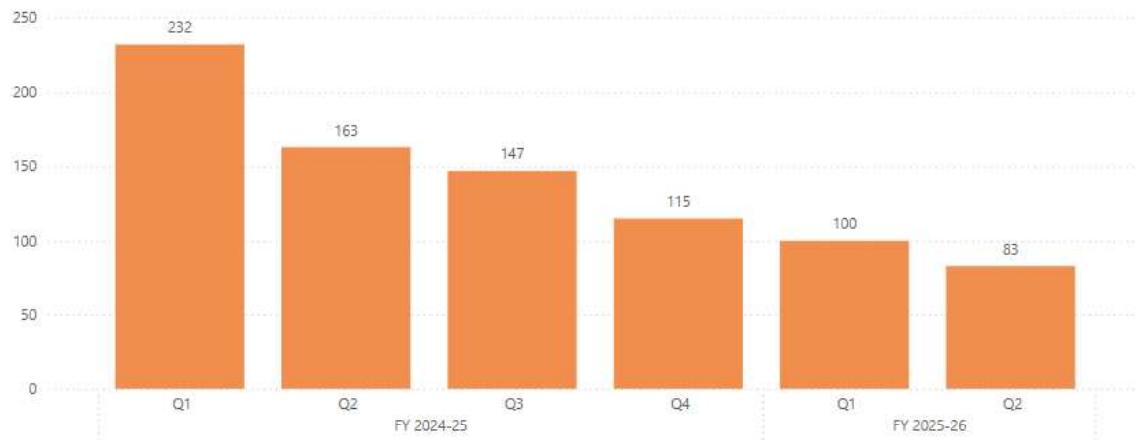
**Top five financial hardship products**



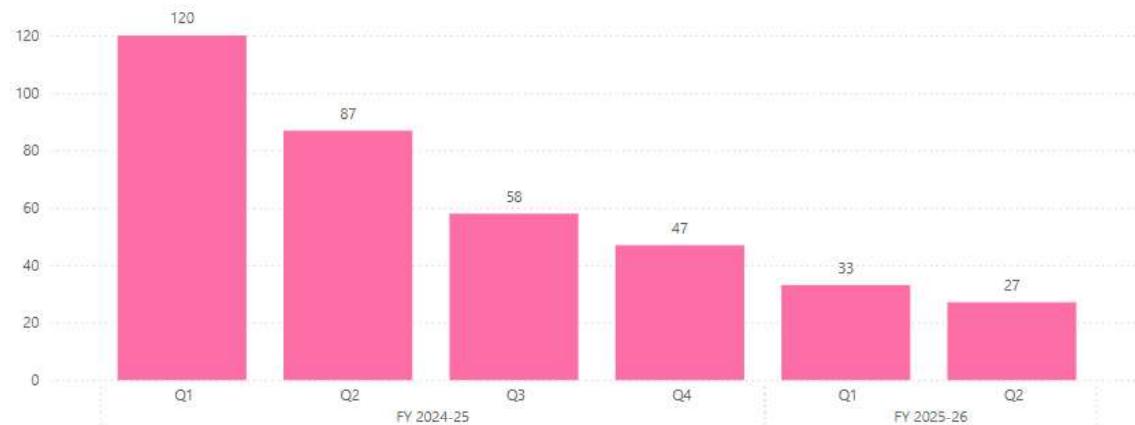
## Fraud and scams

Fraud and scam complaints dropped again this quarter. Phishing and information harvesting complaints, which make up a third of all fraud and scam complaints, continue to decline – down 87 per cent from the first quarter of the 2024-25 financial year.

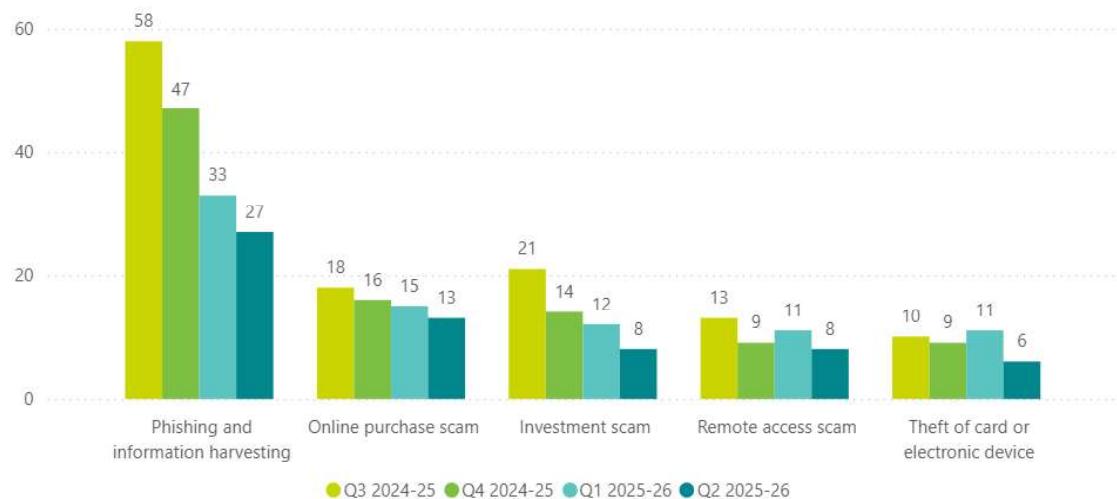
**Fraud/scam complaints**



**Phishing and information harvesting complaints**



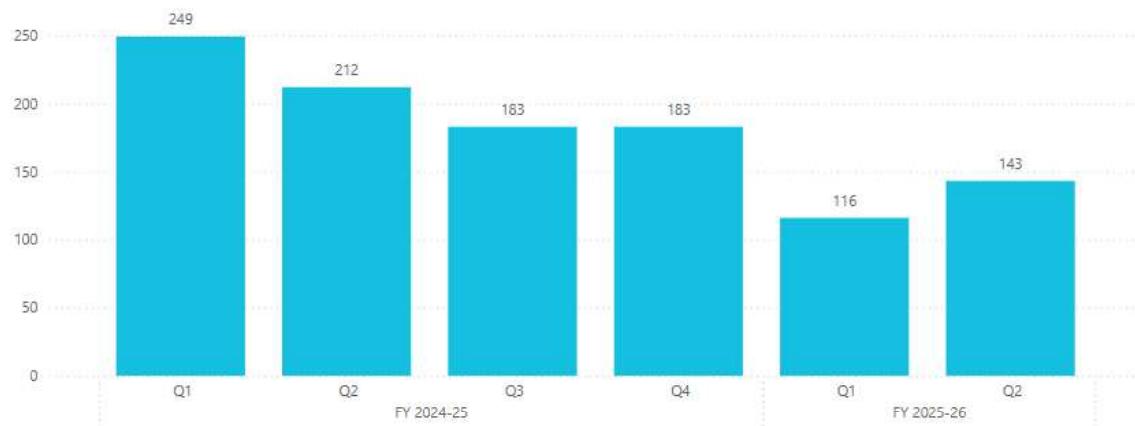
### Top five fraud/scam complaints



## Delays

Complaints related to delays increased for the first time since the first quarter of 2024-25.

### Delay complaints

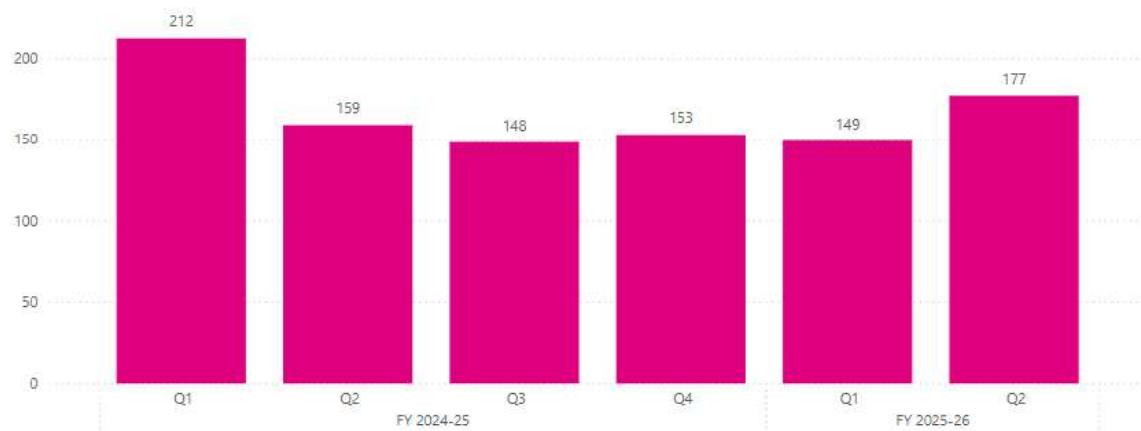


## Card-related complaints

Card-related complaints rose 19 per cent compared with the previous quarter, following consistent volumes over the previous four. Over this period, card complaints made up 17 per cent of all complaints. For this quarter, however, they accounted 22 per cent.

The increase was primarily due to service-related issues, with customer complaints often being about delays and card functionality. Issues relating to chargebacks, while small in volume, rose 46 per cent.

**Card complaints**



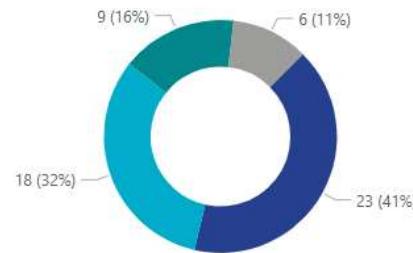
## Disputes

---

Dispute volumes dropped 3 per cent compared with the previous quarter. The proportion of lending disputes increased from the previous quarter, accounting for 45 per cent of all disputes – up from 36 per cent. Fraud and scam disputes rose by 71 per cent compared with the previous quarter and made up 18 per cent of the total. Despite this big increase, fraud and scam disputes are still down 43 per cent compared with the same quarter last year.

### Dispute resolution method

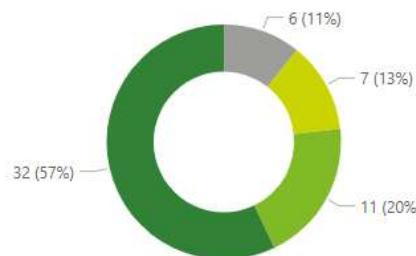
#### Sector-wide



■ Preliminary decision ■ Decision ■ Facilitation ■ Jurisdiction

### Dispute outcome

#### Sector-wide



■ Result for cust. ■ Result for bank ■ Result for both ■ Jurisdiction

#### Total compensation paid

Sector

**\$346,137**

Last Q \$689,637

#### Average working days

Sector

**49**

Last Q 50

#### Dispute met timeframes

Sector

**96.4%**

Last Q 97.1%

#### Complaints escalated to dispute

Sector

**8.1%**

Last Q 7.9%