

Year on a page 2020-21



49

Code subscribers

As at 30 June 2021

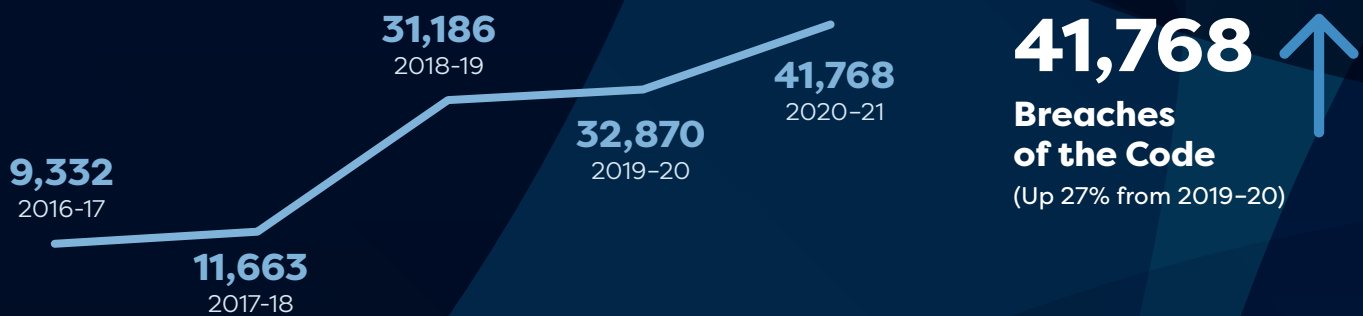


39,487,633

Policies

Total general insurance policies sold to Consumers and Businesses

Code breaches – five year trend



↑ **131**

Significant breaches

of the Code – up 17% from 112 in 2019-20

↑ **48,685**

Complaints

received by subscribers – up 17% from 41,608 in 2019-20

↓ **4,378,289**

Claims lodged

– down 7% from 4,720,724 in 2019-20

↓ **226,458**

Declined claims

Down 2% from 231,480 in 2019-20



\$11,701,143,436
in claims paid by subscribers.



86% drop in travel insurance policies sold
– from 4,721,031 policies in 2019-20 to 657,830 policies in 2020-21



Travel insurance claims fell by 206,794 (76.5%), while the number of home claims fell by 92,804 (11.3%). However, personal & domestic property claims increased by 107,654 (9.8%)



Section 7 (Claims) had the most breaches (62.6% with 26,152 breaches), followed by Section 10 (Complaints) (16.4% with 6,821 breaches)