

OVERVIEW OF ATAS CODE OF CONDUCT ACTIVITY IN 2019

YoY VOLUME OF COMPLAINTS



As ATAS awareness grows, more consumers are using the ATAS Complaint process.



THREE
Dismissed

ONE
Improvement Notice Issued

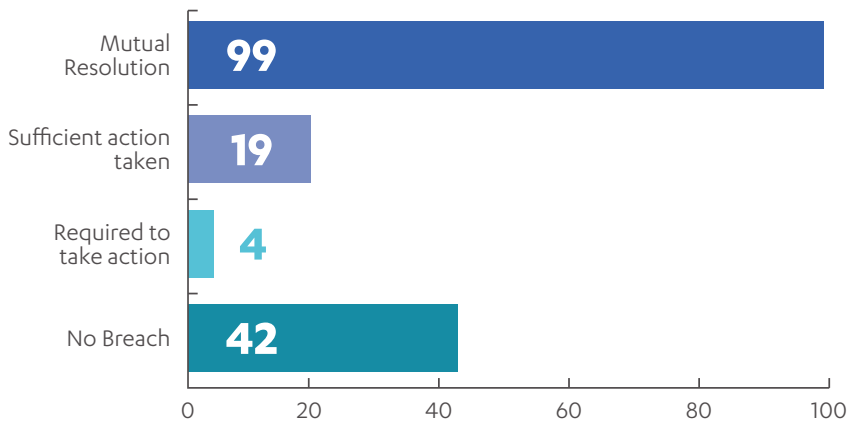


ONE
Rectification Orders Issued

164*

INVESTIGATIONS COMPLETED BY THE ATAS COMPLIANCE MANAGER

The following outcomes were determined by the ATAS Compliance manager



*Up from 129 in 2018

242

242 consumers with complaints were advised to first engage with their Agent's Internal Dispute Resolution process.

Referred to as Stage 1 in the Code, this step gives ATAS members the opportunity to first resolve the complaint.



THE MAIN AREAS OF COMPLAINTS

- 1 DEPOSITS & CANCELLATIONS
- 2 VISA ADVICE
- 3 PRODUCTS AND SERVICES