

2008
2009

Annual Report

On Operations

Highlights



With 1,779 new members, our membership now stands at almost 8,700, despite particularly challenging times for industry participants.

COSL's membership represents 69% of the entire membership of all EDR schemes in the finance sector

1,064 new complaints received in 2008/2009

One out of every three complaints we receive relate to financial hardship.

9,703 new enquiries received in 2008/2009

2009 Highlights

The Credit Ombudsman Service (COSL) is pleased to announce the highlights of its Annual Report on Operations 2009.

The Annual Report on Operations is intended to provide our stakeholders with a detailed update of our operations, achievements and work over the past year.

The membership of COSL continues to grow from strength to strength. From its original Membership in 2003 of about 1,200, COSL now has **8,645** Members and a further **14,400** loan writers, making it the **largest EDR scheme** in Australia by membership. More than **40%** of all home loans written in Australia are written by COSL Members or their representative loan writers.

COSL has been and continues to be consulted on the development of the Commonwealth's new credit legislation and has played a key role in its policy development and proposed implementation.

In the last twelve months the service has received **11,412** contacts, and **1,064** new complaints. One out of every three complaints received by COSL related to applications for financial hardship relief. COSL continues to meaningfully assist consumers in severe financial hardship, build its case management expertise further and raise its profile among consumers, regulators and consumer and industry bodies.

There have been significant changes in the EDR sector. The recent EDR scheme mergers (resulting in the creation of the Financial Ombudsman Service), have limited competition in the EDR sector and may potentially affect the level of complaint fees and compliance costs borne by industry, particularly since small or sole operators are likely to bear a disproportionate share of these costs given their relative size.

However, the Productivity Commission has observed that COSL's complaint fee structure is the sort of **flexible, innovative and cost-effective** response to industry-specific concerns which would be difficult to achieve in a larger, multi-industry bureaucracy.

Outlined below is a brief overview of some of the significant highlights for the service in 2009 and where to find more information about these in the Report.

1,779	69%	1,064	1/3	11,412
new members	EDR Members	new Complaints	related to hardship	contacts made
page 10	page 9	page 12	page 19	page 11

A full copy of the report can be viewed on our website at www.cosl.com.au.

If you would like more information please contact the Credit Ombudsman Service
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