

# EDR Schemes: RESULTS OF A SURVEY OF FINANCIAL COUNSELLORS

## ABOUT THE SURVEY

The Federal Government is currently reviewing how EDR schemes operate. In late September/early October 2016, FCA asked financial counsellors for their views. The results of the survey were included in the joint consumer submission to the review.



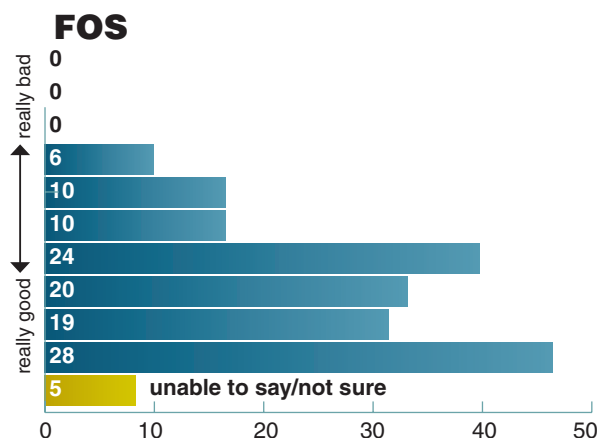
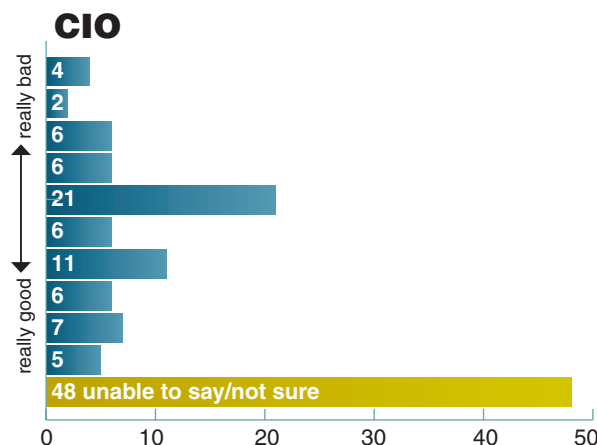
197 financial counsellors started the survey —a response rate of **25%**

**66%**

had lodged at least one dispute with either FOS or CIO in the last 12 months. This group (122 people) completed the rest of the survey.

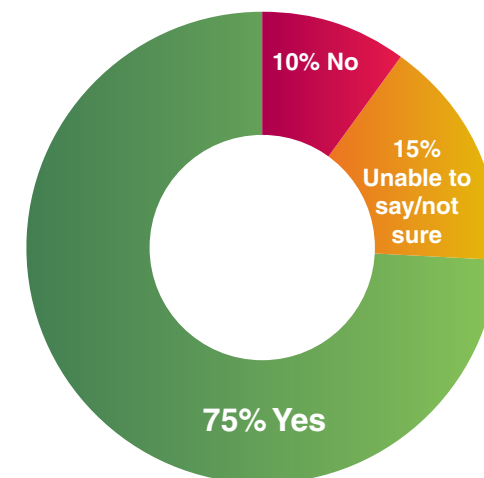
## COMPARING FOS AND CIO

Financial counsellors rated their experience with FOS and CIO in the past 12 months on a scale of 1 -10, where 1 was **really bad** and 10 was **really good**. FOS received higher ratings (weighted average 7.8) compared to the CIO (weighted average 5.8). Many financial counsellors had not interacted with the CIO and did not provide a rating.



## MERGING FOS AND CIO

There is a proposal to merge the CIO into FOS so that there is just one external dispute resolution scheme in financial services. Is this a good idea? 75% of surveyed financial counsellors said yes.



A common theme in the comments was that it was confusing to have two schemes and that a one-stop shop made sense. There were concerns however that any merger should be about genuine benefits, and not just a cost-cutting exercise.