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MEDIA RELEASE: FSC welcomes regulator support for life insurance data collection – and a marked improvement in claims handling by life insurers

The FSC welcomes APRA and ASIC’s in principle support for a new project aimed at bolstering data collection practices across the life insurance sector through an independent data expert.

The announcement was part of a [broader release of industry statistics](#) which shows life insurers have improved their overall claims handling experience for consumers from an already high bar. The total proportion of life insurance claims paid in the first instance has risen to 93% from 90% in 2016 ([ASIC Report 498](#)). Death claims paid in the first instance also rose from 96% in 2016 to 97%. This is very positive news for consumers.

The FSC and its members wish to build on APRA and ASIC’s existing Claims Handling Data Collection project to collect more granular information from the industry in a range of areas including better information on the types of impairments claims are paid for.

The industry-led solution, which will be conducted independently, will also include a blue print for FSC life insurance members to collect better consumer data in an industry-standardised format over time.

The new data will:

- help consumers understanding of the benefits of life insurance;
- apply greater transparency and accountability to the claims handling process;
- support the sustainability of the life insurance industry through insights that will lead to better product development; and
- inform public policy debate.

The FSC and its members are working towards an initial industry-led data collection by 30 September 2018.

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For further information please contact FSC Media Manager Mark Smith on 0434 566 764 or msmith@fsc.org.au.

About the Financial Services Council

The Financial Services Council (FSC) has over 100 members representing Australia's retail and wholesale funds management businesses, superannuation funds, life insurers, financial advisory networks and licensed trustee companies. The industry is responsible for investing almost \$3 trillion on behalf of more than 14.8 million Australians. The pool of funds under management is larger than Australia's GDP and the capitalisation of the Australian Securities Exchange and is the fourth largest pool of managed funds in the world. The FSC promotes best practice for the financial services industry by setting mandatory Standards for its members and providing Guidance Notes to assist in operational efficiency.