

Question on Notice TAL06QON

Proof Hansard transcript, 25 June 2021, p. 23.

Dr MULINO: Thanks to you both for coming to give evidence. How much remediation have you paid to date and how much potential remediation remains in process?

...

Dr MULINO: Thanks. Mr Clark?

Mr Clark: I don't have those figures at hand with me today, but I'd be very happy to take that question on notice and provide those figures back to the committee, if that's satisfactory.

Dr MULINO: Sure, although I would have thought you would have had that to hand, given that this hearing's about the royal commission.

Mr Clark: I would just add that, in terms of the royal commission remediations in particular, TAL had no exposure to the fees-for-no-service issues or those sorts of things. The matters that were examined in respect of TAL were in respect of those claims, and we've dealt with those claims specifically with those customers.

TAL response:

There were three TAL claims handling case studies before the Royal Commission.

In aggregate, TAL made remediation payments totalling \$675,000.

There is no outstanding remediation relating to these case studies.