

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2016-2017 Additional Estimates Hearings

Outcome Number: 2.1 Families and Communities

Question No: SQ17-000061

Topic: Cashless Debit Card

Hansard page: Written

Senator Rachel Siewert asked:

Please provide an update on the number of reports you have had from Indue on investigations into unusual merchant activity and investigations into unusual trial participation activity since the trial commenced.

- a. For both areas, how many investigations have been carried out?
- b. What was the nature of the unusual activity and what was the outcome of each investigation?

Answer:

Merchant investigations

Twelve merchant investigations are ongoing; twelve have been resolved.

- Two resolved merchant investigations resulted in the merchant adequately explaining the unusual activity.
- One resolved merchant investigation resulted in the merchant agreeing to enter into a mixed merchant agreement with Indue.
- Nine resolved merchant investigations resulted in the merchant being blocked.

Cardholder investigations

Six cardholder investigations are ongoing; twelve have been resolved.

- Two resolved cardholder investigations resulted in the cardholder activating their card.
- Four resolved cardholder investigations resulted in the unusual activity being adequately explained.
- One resolved cardholder investigation resulted in the merchant agreeing to enter into a mixed merchant agreement with Indue.
- Two resolved cardholder investigations resulted in increased merchant monitoring.
- One resolved cardholder investigation resulted in a merchant ceasing the sale of restricted goods.
- One resolved cardholder investigation resulted in increased cardholder transaction monitoring.
- One resolved cardholder investigation resulted in a merchant being blocked.