

# 2018 Claim Farming Research

## Report

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# Summary

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## Incidence of claim farmer contact

The online survey of 800 Queensland adults, conducted in August/September 2018 reveals that almost four in ten (37%) Queenslanders have been contacted by a claim farmer in the past 12 months. 34% report receiving a contact by telephone, 4% through social media and 1% via email.

The incidence of claim farmer contact appears to be increasing; in a separate study undertaken in April 2018 the proportion of Queenslanders who had 'ever' received a telephone call from a claim farmer was 27%.

Younger Queenslanders (18-44 years 7%) are more likely than Queenslanders aged 45 years or older (1%) to have been contacted by a claim farmer through social media in the last 12 months. Those aged 45 years or older (37%) are more likely than the younger cohort (30%) to have been contacted by phone.

Interestingly, there are no significant differences noted by gender, region or level of socio-economic advantage/disadvantage. This may indicate that claim farmers are using a random approach to calling/contacting rather than a targeted geographic or socio-economic based approach.

## Reaction to being contacted by a claim farmer

76% of those contacted by a claim farmer report being extremely annoyed at being contacted, a

further 17% indicate being somewhat annoyed (93% annoyed in total). 5% do not feel bothered by the contact while 2% are glad to have been contacted by a claim farmer.

Females (82%) or older Queenslanders (60+ years 87%) are the most likely sub-groups to be extremely annoyed at being contacted.

Those involved in a motor vehicle accident in the past 12 months are less likely than average to be extremely annoyed at being contacted (57% extremely annoyed versus 76% average), although the majority report being annoyed (74% annoyed in total).

## Making a CTP insurance claim after claim farmer contact

7% of those contacted by a claim farmer report making a CTP claim as a result of that contact. 8% did not. The remainder had not been involved in a recent accident.

Being prompted to make a CTP claim after contact from a claim farmer is more common than average (7%) among younger Queenslanders (18-44 years 15%) or those living in the greater Brisbane area (13%).

## Leaking of personal information

Close to four in ten Queenslanders (39% - 12% definitely, 27% maybe) believe their personal information has been leaked to a claim farmer in the last 12 months without their approval.

Among those who are certain they have been contacted by a claim farmer in the past 12 months, 28% believe their personal information has definitely been leaked while 47% feel it may have been leaked (75% definitely/maybe sub-total).

## Perceptions of claim farming and importance of Queensland Government taking action

The majority of Queenslanders (90%) agree claim farming is a very serious (58%) or quite serious (31%) problem. Among those who are certain they have been contacted in the last 12 months by a claim farmer, 96% consider claim farming to be a problem (68% very serious, 27% quite serious).

More than nine in ten (93%) Queenslanders believe it is important (67% extremely, 26% moderately) that the Queensland Government take action on claim farming. Results are higher among those who have been contacted by claim farmers in the last 12 months; 97% of this segment believe it is important (74% extremely important) that action is taken.

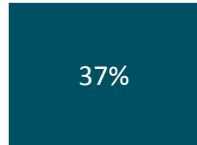
## Reporting of contact

8% of Queenslanders are aware that they can report a contact from a claim farmer to MAIC. Of those who have been contacted by a claim farmer in the past 12 months, 11% indicate having reported the contact to MAIC.

**Key results among:  
All Queenslanders**

**Key results among:  
Those certain they have been  
contacted by claim farmer**

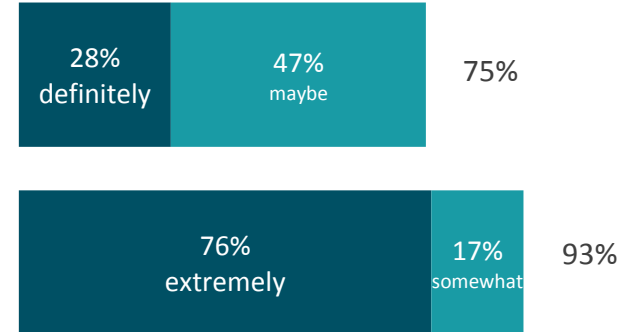
% of Queenslanders certain they have been contacted by a claim farmer in the last year



% who feel their personal information has been leaked to claim farmers



% of those contacted by a claim farmer who feel annoyed



% who think claim farming is a serious problem



% who feel it's important that QG act on claim farming

