

Customer Satisfaction

Private Health Insurance



Table of Contents

ABOUT THE REPORT	4
ROY MORGAN.....	5
CUSTOMER SATISFACTION WITH DIFFERENT INDUSTRIES	8
INSURANCE INDUSTRY SATISFACTION	
Overall Insurance Satisfaction – Latest 12 month period.....	12
Overall Insurance Satisfaction – 12 monthly moving averages	13
PRIVATE HEALTH INSURANCE INDUSTRY SATISFACTION	
Private Health Insurance Industry Satisfaction – Latest 12 month period.....	15
Trends in Private Health Insurance Industry Satisfaction – 12 monthly moving averages.....	18
Detailed Analysis of Private Health Insurance Industry Satisfaction – Latest 12 month period	21
Private Health Insurance Industry Dissatisfaction – Latest 12 month period	22
Private Health Insurance Industry Satisfaction – Household Income of \$130,000 or more – Latest 12 month period.....	25
Trends in Private Health Insurance Industry Satisfaction – Household Income of \$130,000 or more – 12 monthly moving averages.....	26
Detailed Analysis of AHM Satisfaction – Latest 12 month period	27
Detailed Analysis of Allianz Global Assistance Satisfaction – Latest 12 month period	28
Detailed Analysis of Australian Unity Satisfaction – Latest 12 month period	29

Table of Contents

Detailed Analysis of BUPA Satisfaction – Latest 12 month period	30
Detailed Analysis of CHBS Satisfaction – Latest 12 month period	31
Detailed Analysis of CUA Health Satisfaction – Latest 12 month period	32
Detailed Analysis of Defence Health Satisfaction – Latest 12 month period.....	33
Detailed Analysis of GMHBA Satisfaction – Latest 12 month period	34
Detailed Analysis of HBF Satisfaction – Latest 12 month period	35
Detailed Analysis of HCF Satisfaction – Latest 12 month period	36
Detailed Analysis of Health Partners Satisfaction – Latest 12 month period	37
Detailed Analysis of HIF Satisfaction – Latest 12 month period	38
Detailed Analysis of Latrobe Health Service Satisfaction – Latest 12 month period.....	39
Detailed Analysis of Medibank Private Satisfaction – Latest 12 month period.....	40
Detailed Analysis of NIB Satisfaction – Latest 12 month period	41
Detailed Analysis of St Lukes Health Satisfaction – Latest 12 month period	42
Detailed Analysis of Teachers Health Satisfaction – Latest 12 month period	43
Detailed Analysis of TUH (Teachers Union Health) Satisfaction – Latest 12 month period	44
Detailed Analysis of Westfund Satisfaction – Latest 12 month period	45
GLOSSARY	46
HOW WE COLLECT AND PROCESS SINGLE SOURCE DATA IN AUSTRALIA	51



For more information on this report and
other insights on the Private Health
Insurance Industry

Call: 1800 633 813

Email: askroymorgan@roymorgan.com