



AirSmile

Will Australians seek
financial support to help
pay for their dental bills
over the next 18
months?

An AirSmile study

JUNE 2022

About the study

AirSmile commissioned an independent study of 1008 Australians to gauge whether patients will seek financial support for dental treatments to the end of 2023.

Respondents were presented with a list of seven options for accessing the money to pay for their dental bill.

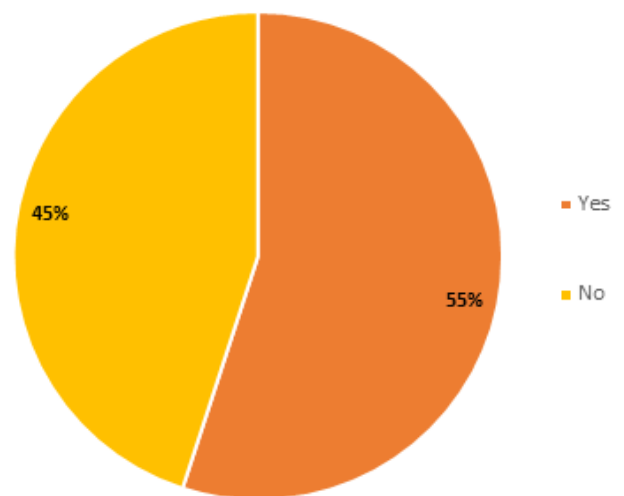
The survey respondents match the geographical and population spread of the Australian population.

What financial support options will Australians seek to improve the affordability of their dental treatments?

AirSmile asked Australians to specify which form of financial support they would use to help pay for dental bills in the next 18 months from a list of seven options: a personal loan, credit cards, health insurance with dental rebates, help from family or friends, refinancing their mortgage, using buy now, pay later services or withdrawing funds from superannuation.

Just 45 per cent of Aussies said they will be able to pay their full dental bills at time of treatment, while half (55 per cent) selected a financial support option that they would use.

Will you get help to pay for your dental bills in the next 18 months?

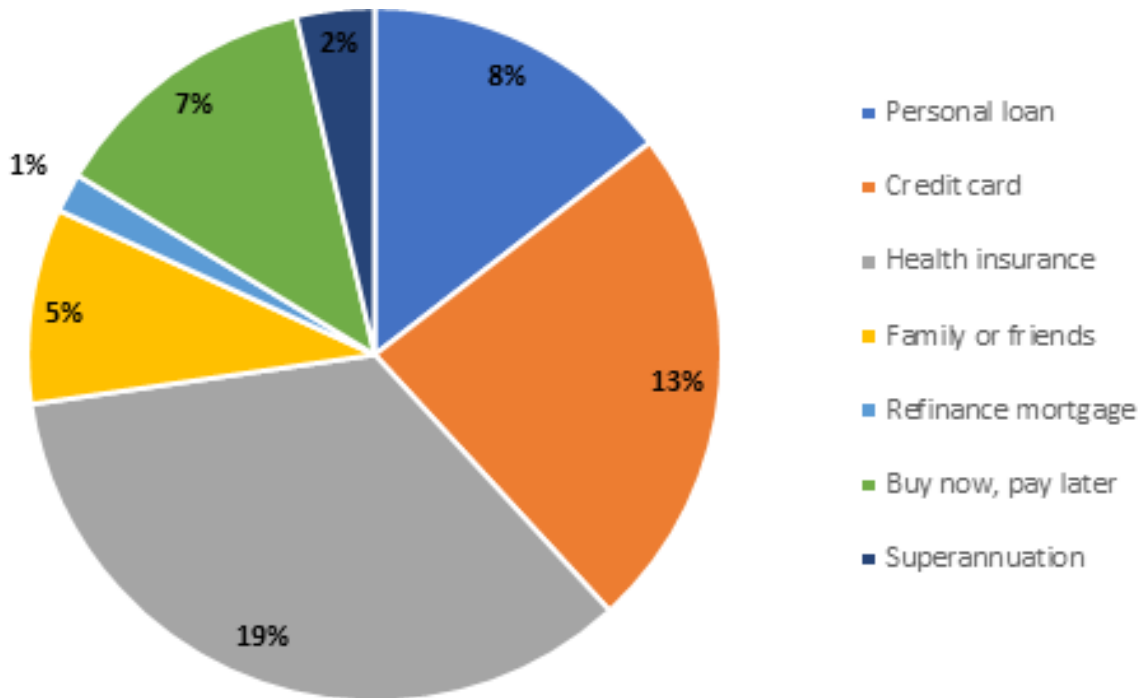


A third (36 per cent) would draw on lines of credit to pay for their dental bills, compared with just one fifth (19 per cent) who will rely on private health insurance rebates.



What financial support options would you use in the next 18 months to help pay for dental treatments?

AirSmile examined ways in which respondents would seek financial support. Thirteen (13) per cent said they would use their credit card as a line of credit for large bills and repay what they could each month, while 8 per cent would take out a personal loan, 7 per cent would use buy now, pay later services and 5 per cent would enlist the help of a family member or friend. Other options respondents chose include withdrawing funds from superannuation (chosen by 2 per cent) and refinancing their mortgage or getting a debt consolidation loan to afford large bills (chosen by just 1 per cent).



Australians who are likely to pay their dental bills in full, by State.

Across the States and Territories, West Australians were least likely to be able to pay their dental bills in full at the time of treatment. Just 41 per cent of West Australians will pay their bills in full, compared with 42 per cent of South Australians, 44 per cent of Queenslanders and NSW residents, 49 per cent of Victorians, and 71 per cent of ACT residents.

41%

West Australians will pay their bills in full

42%

South Australians will pay their bills in full

44%

Queenslanders will pay their bills in full

44%

Residents in New South Wales would pay their bills in full

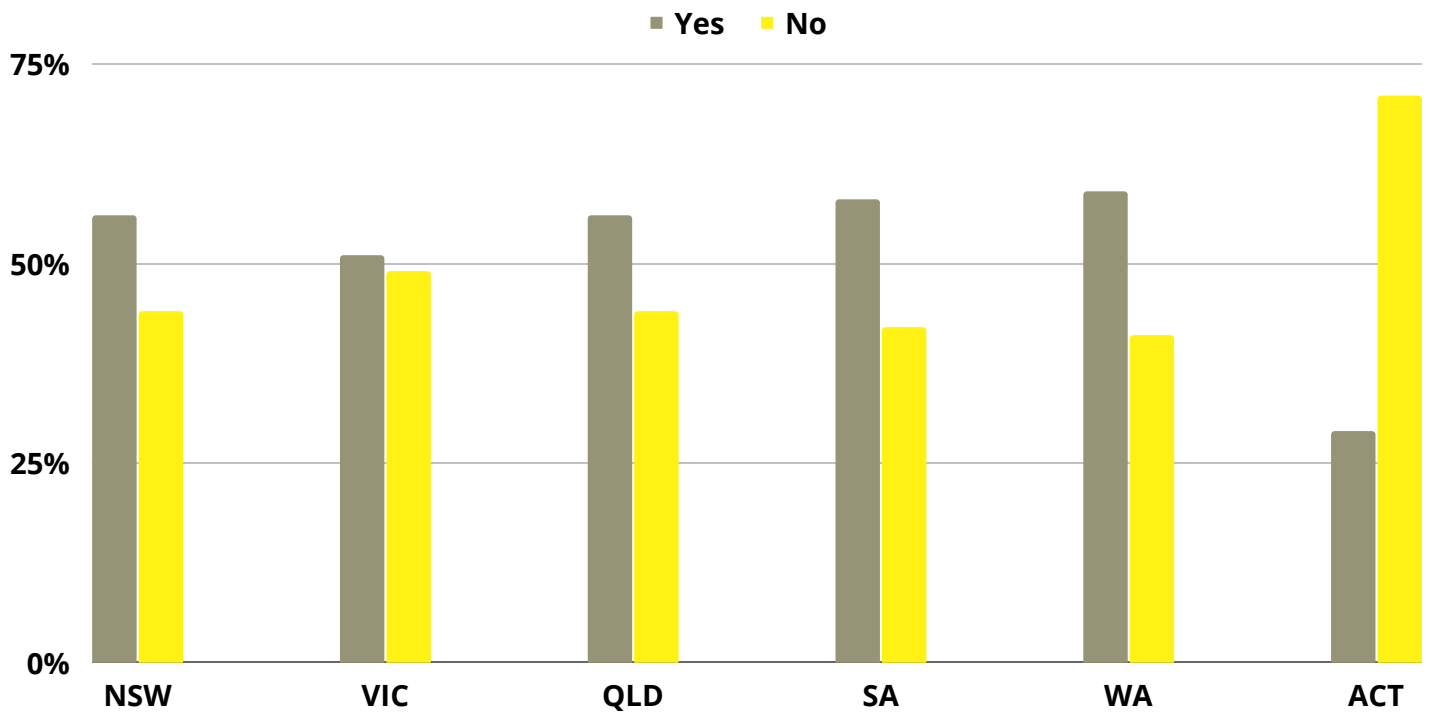
49%

Victorians would pay their bills in full.

71%

Living in the ACT would pay their bills in full.

Will you get help to pay for your dental bills? A State by State comparison.



Financial support options Australians, by State, are using to help pay for treatments.

When asked about financial support options to help pay for dental treatments in the next 18 months:

QLD

- 15% would use credit cards
- 9% would use a personal loan
- 3% would get family or friends to help
- 1% would refinance their mortgage or get a debt consolidation loan
- 9% would use a 'buy now, pay later' service
- No respondents would organise payment out of their superannuation, if eligible
- 18% would ensure they had health insurance with good dental rebates

VIC

- 14% would use credit cards
- 7% would use a personal loan
- 3% would get family or friends to help
- 1% would refinance their mortgage or get a debt consolidation loan
- 7% would use a 'buy now, pay later' service
- 2% would organise payment out of their superannuation, if eligible
- 16% would ensure they had health insurance with good dental rebates

NSW

- 14% would use credit cards
- 8% would use a personal loan
- 5% would get family or friends to help
- 2% would refinance their mortgage or get a debt consolidation loan
- 6% would use a 'buy now, pay later' service
- 3% would organise payment out of their superannuation, if eligible
- 19% would ensure they had health insurance with good dental rebates

Financial support options Australians, by State, are using to help pay for treatments.

WA

- 12% would use credit cards
- 6% would use a personal loan
- 5% would get family or friends to help
- No respondents would refinance their mortgage or get a debt consolidation loan
- 6% would use a 'buy now, pay later' service
- 3% would organise payment out of their superannuation, if eligible
- 27% would ensure they had health insurance with good dental rebates

SA

- 7% would use credit cards
- 11% would use a personal loan
- 7% would get family or friends to help
- No respondents would refinance their mortgage or get a debt consolidation loan
- 7% would use a 'buy now, pay later' service
- 4% would organise payment out of their superannuation, if eligible
- 24% would ensure they had health insurance with good dental rebates

ACT

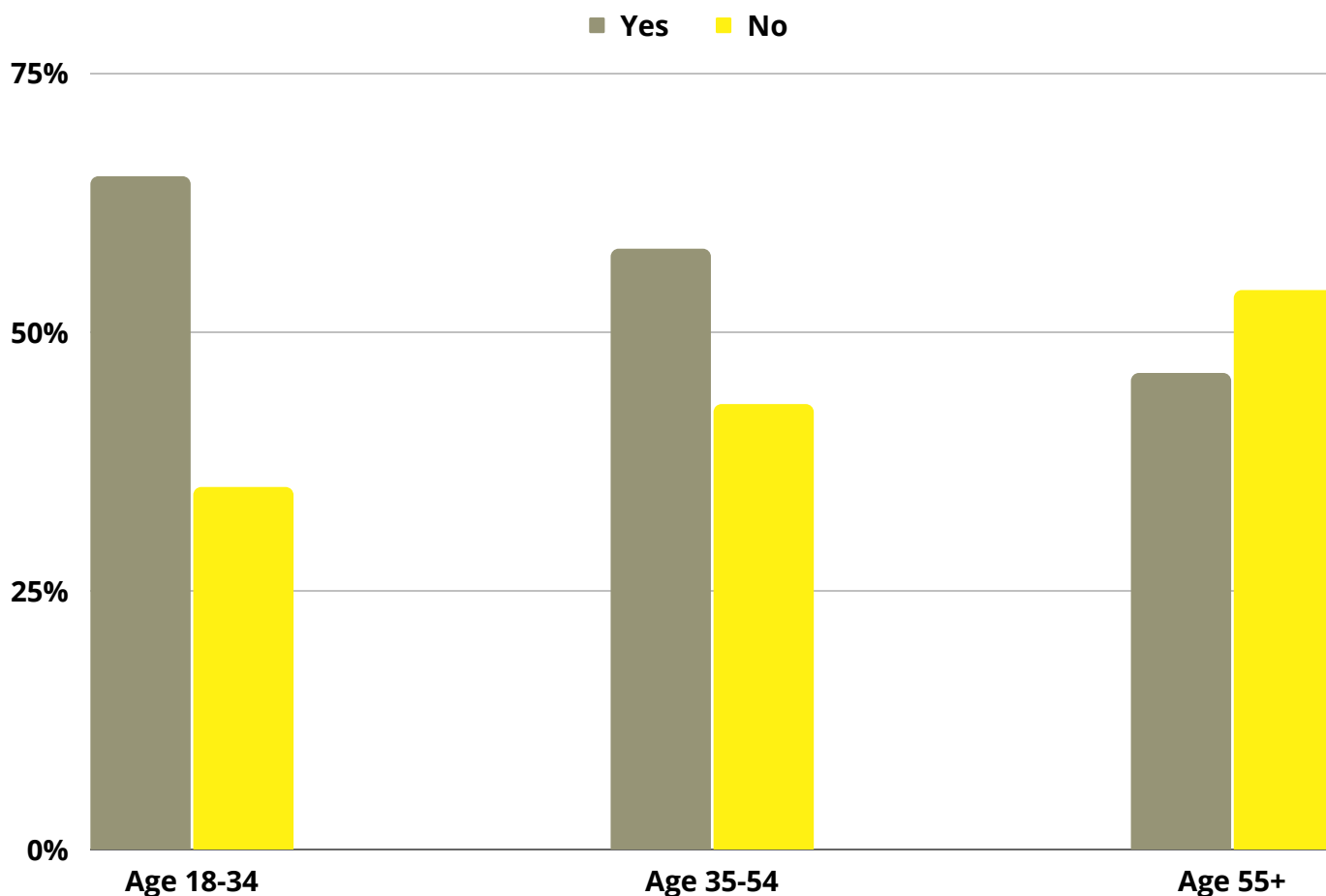
- 6% would use credit cards
- No respondents would use a personal loan
- 6% would get family or friends to help
- No respondents would refinance their mortgage or get a debt consolidation loan
- 6% would use a 'buy now, pay later' service
- 6% would organise payment out of their superannuation, if eligible
- 6% would ensure they had health insurance with good dental rebates

How will different age groups pay for their dental bills?

AirSmile looked for age-based trends in the survey results. It found that older Australians are more likely to be able to pay their dental bills in full, at 54 per cent, compared with 43 per cent of 35-54-year-olds and just 35 per cent of 18-34-year-olds.

Conversely, 44 per cent of 18-34-year-olds would rely on lines of credit, friends, family, or even their super to pay for their dental treatments – compared with 39 per cent of 35-54-year-olds and just 26 per cent of over-55s.

Will you get help to pay for your dental bills in the next 18 months? By age



Financial support options Australians, by age, are using to help pay for treatments.

When asked about financial support options to help pay for dental treatments in the next 18 months:

18-34-year-olds

- 13% would use credit cards
- 13% would use a personal loan
- 9% would get family or friends to help
- 1% would refinance their mortgage or get a debt consolidation loan
- 7% would use a 'buy now, pay later' service
- 1% would organise payment out of their superannuation, if eligible
- 21% would ensure they had health insurance with good dental rebates

35-54-year-olds

- 16% would use credit cards
- 9% would use a personal loan
- 4% would get family or friends to help
- 1% would refinance their mortgage or get a debt consolidation loan
- 8% would use a 'buy now, pay later' service
- 1% would organise payment out of their superannuation, if eligible
- 17% would ensure they had health insurance with good dental rebates



Financial support options Australians, by age, are using to help pay for treatments.

Over-55s

- 10% would use credit cards
- 3% would use a personal loan
- 2% would get family or friends to help
- 1% would refinance their mortgage or get a debt consolidation loan
- 6% would use a 'buy now, pay later' service
- 4% would organise payment out of their superannuation, if eligible
- 20% would ensure they had health insurance with good dental rebates

The results suggest older Australians are more likely to have disposable income and savings to pay for their treatments with little additional support from family and friends or financial support options such as credit cards or refinancing their mortgage.

