

## Over 8,000 members shared their views in the RAC Opinion survey in August

### Household conversations

What are members talking about at home?

### Topical issues

What do members think about these issues?

**38%** Cost of living

**20%** Olympic Games

**16%** Holidays / Travel

**12%** US Election / Trump

**9%** Govt / Politics

**8%** Health

**8%** Family

**7%** Middle East conflict

**5%** Weather

**4%** Football / AFL

“The Olympics opening ceremony and the success of the Australian athletes. Plus the iconic venues used in some events.”



“The Middle East is also in conversations based on the ripple effect it is having with demonstrations around the world.”

#### More discussion this month about:

#### Olympic Games

Many members were captivated by the Olympic Games in July / August, with households discussing Australia’s outstanding performance.



#### Middle East conflict

Members have become increasingly concerned about the war expanding further.

#### Risky Car Parks

Members told us which shopping centre car parks they find particularly difficult to park in.

The most common problems identified were:

- » Confusing layouts
- » Sharp corners when turning
- » Not enough bays



#### Online Member Portal

We asked members about myRAC, our online member portal. Over half of all members have used myRAC.

Recent enhancements to myRAC include a range of new features and functionality.

The most common tasks conducted by members in the portal include:

- » Updating personal contact details
- » Checking/managing their insurance policies
- » Making payments

**83% of members** who have accessed myRAC find it easy to use.

We’ll continue to enhance myRAC to make it even more user friendly and valuable to members in the future.

