

How they compare

Complaints handled by Fidrec (Sept 1, 2005 to June 30, 2015)

	Market conduct	Practice/policy	Service standards	Others	Total	%
Banks and finance companies	3,336	393	269	0	3,998	46.5
Life insurers	1,137	742	156	0	2,035	23.7
General insurers	39	1,278	32	1	1,350	15.7
Capital markets services licensees	709	26	85	0	820	9.5
Licensed financial advisers and brokers	387	0	8	0	395	4.6
Total	5,608	2,439	550	1	8,598	100

Source: FIDREC