






Complaints handled by Fidrec

	Practice/ policies	Market conduct	Service standards	Others	Total	%
 Banks & finance companies	185	214	41	2	442	38.04
 Life insurers	220	178	35	1	434	37.35
 General insurers	213	4	1	0	218	18.76
 Licensed financial advisers and brokers	2	39	0	0	41	3.53
 Capital markets services licensees	9	9	9	0	27	2.32
Total	629	444	86	3	1,162	100
%	54.13	38.21	7.40	0.26	100	

NOTE: July 1, 2015 to June 30, 2016

Source: FIDREC STRAITS TIMES GRAPHICS