



Nature of complaints handled by Fidrec

Block*	Financial institutions' practices/ policies	Complaints handled				Total	%	Complaints resolved**		
		Market conduct	Service standards	Others	Resolved via mediation			Adjudicated with awards made	Adjudicated and no awards	Pending cases at end june
A	195	165	36	0	396	44.35	278	7	187	117
B	143	136	10	0	289	32.36	241	10	100	146
C	167	0	0	0	167	18.70	133	7	25	49
D	11	4	11	0	26	2.91	15	2	9	11
E	1	14	0	0	15	1.68	16	0	12	8
Total	517	319	57	0	893	100	683	26	333	331
%	57.90	35.72%	6.38%	0	100					

* NOTE : Block A – Banks and finance companies, Block B – Life and composite insurers, Block C – General and composite insurers, Block D – Capital markets services licensees, Block E – Licensed financial advisers and insurance intermediaries

**These figures include complaints lodged in the preceding periods which were resolved in the period July 1, 2016 to June 30, 2017.

Source: FIDREC
PHOTO: iSTOCK
STRAITS TIMES GRAPHICS