

## Complaints handled by Fidrec

	Practice/ policies	Market conduct	Service standards	Others	Total
Banks and finance companies	74	188	56	96	<b>414</b>
Life insurers	477	95	11	0	<b>583</b>
General insurers	169	0	7	0	<b>176</b>
Licensed financial advisers and brokers	1	30	2	0	<b>33</b>
Capital markets services licensees	2	4	39	0	<b>45</b>
<b>Total</b>	<b>723</b>	<b>317</b>	<b>115</b>	<b>96</b>	<b>1,251</b>

NOTE: July 1, 2017 to June 30, 2018

