



## STATISTICAL REPORT (JANUARY – DECEMBER 2014)

The number of complaints handled by Mediators from January to December 2014 is as follows:-

<u>As at 31 December 2014</u>	<u>Banking</u>	<u>Insurance</u>	<u>Total</u>
Brought forward from 2013	420	610	1,030
Cases Registered	554	1,137	1,691
Cases Handled	974	1,747	2,721
Cases Disposed	744 (76%)	1,362 (78%)	2,106 (77%)
<b>Pending</b>	<b>230 (24%)</b>	<b>385 (22%)</b>	<b>615 (23%)</b>

<u>As at 31 December 2013</u>	<u>Banking</u>	<u>Insurance</u>	<u>Total</u>
Brought forward from 2012	508	1,233	1,741
Cases Registered	652	1,229	1,881
Cases Handled	1,160	2,462	3,622
Cases Disposed	740 (64%)	1,852(75%)	2,592 (72%)
<b>Pending</b>	<b>420 (36%)</b>	<b>610(25%)</b>	<b>1,030 (28%)</b>

The number of cases remained out standing as at 31 December 2014 was **615** compared to 1,030 cases in 2013. The lower number of cases remained outstanding in 2014 was due to higher percentage of cases disposed by the Mediators - 2,106 cases or 77% of the total cases handled during the year (2013: 72%).

Financial Mediation Bureau  
7 January 2015

**FINANCIAL MEDIATION BUREAU  
SUBMISSION OF MONTHLY REPORT TO BANK NEGARA MALAYSIA**

**Analysis on Cases Handled as at Dec 2014**

Case Type	B/F Dec 2013	Received as at Dec 2014	Resolved as at Dec 2014	Outstanding
<b>Insurance/ Takaful Type</b>				
Conventional - General	155	107	184	78
Conventional - General (Medical)	19	70	81	8
Conventional - Life	104	264	319	49
Conventional - Motor (OD)	207	407	445	169
Motor - Takaful Third Party Property Damage	5	6	10	1
Motor - Third Party Property Damage	28	70	76	22
Takaful - Family	58	103	135	26
Takaful - General	34	17	43	8
Takaful - Motor	0	93	69	24
<b>TOTAL INSURANCE</b>	<b>610</b>	<b>1137</b>	<b>1362</b>	<b>385</b>
<b>Banking Type</b>				
Card Based - Credit Card/Debit Card	171	270	347	94
Contract Issues	22	39	47	14
EPI - Dispensation	39	76	90	25
EPI - ATM Unauthorised	62	34	90	6
EPI - CDM	6	20	14	12
EPI - Internet Banking	98	72	105	65
Operational Issues	22	43	51	14
<b>TOTAL BANKING</b>	<b>420</b>	<b>554</b>	<b>744</b>	<b>230</b>
<b>GRAND TOTAL</b>	<b>1030</b>	<b>1691</b>	<b>2106</b>	<b>615</b>

**FINANCIAL MEDIATION BUREAU**  
**SUBMISSION OF MONTHLY REPORT TO BANK NEGARA MALAYSIA**

Analysis on Resolved Cases as at Dec 2014										
Type of Cases	MEDIATION				ADJUDICATION		WITHDRAWN			Total
	SBM	SDM	SAM	FRD	MRF	MUD	WOR	WBC	NRS	
<b>Insurance/ Takaful Type</b>										
Conventional - General	1	7	0	33	0	109	0	9	25	184
Conventional - General (Medical)	0	0	0	14	1	61	3	1	1	81
Conventional - Life	0	0	0	55	1	230	3	0	30	319
Conventional - Motor (OD)	1	108	0	0	5	293	13	3	22	445
Motor - Takaful Third Party Property Damage	0	3	0	3	0	2	0	1	1	10
Motor - Third Party Property Damage	0	9	0	43	1	20	0	0	3	76
Takaful - Family	0	0	0	26	1	94	1	5	8	135
Takaful - General	0	0	0	6	0	26	1	1	9	43
Takaful - Motor	0	0	0	4	0	54	4	0	7	69
<b>Total Insurance</b>	<b>2</b>	<b>127</b>	<b>0</b>	<b>184</b>	<b>9</b>	<b>889</b>	<b>25</b>	<b>20</b>	<b>106</b>	<b>1362</b>
	<b>313</b>				<b>898</b>		<b>151</b>			
<b>Banking Type</b>										
Card Based - Credit Card/Debit Card	39	149	19	0	29	101	1	2	7	347
Contract Issues	0	0	27	0	12	6	1	1	0	47
EPI - Dispensation	8	0	47	0	4	19	0	1	11	90
EPI - ATM Unauthorised	0	1	20	0	7	57	1	4	0	90
EPI - CDM	1	0	1	0	1	11	0	0	0	14
EPI - Internet Banking	3	9	86	0	0	0	3	0	4	105
Operational Issues	0	0	22	0	9	19	0	1	0	51
<b>Total Banking</b>	<b>51</b>	<b>159</b>	<b>222</b>	<b>0</b>	<b>62</b>	<b>213</b>	<b>6</b>	<b>9</b>	<b>22</b>	<b>744</b>
	<b>432</b>				<b>275</b>		<b>37</b>			
<b>GRAND TOTAL</b>	<b>53</b>	<b>286</b>	<b>222</b>	<b>184</b>	<b>71</b>	<b>1102</b>	<b>31</b>	<b>29</b>	<b>128</b>	<b>2106</b>

- \* SBM = Settlement Before Mediation
- \* SDM = Settlement During Mediation
- \* SAM = Settlement After Mediation
- \* WBC = Withdrawn by Complainant
- \* WOR = Withdrawn due to Out of Reference
- \* FRD = FI Revised Decision
- \* MRF = Mediator Revise FI Decision
- \* MUD = Mediator Upheld F.I. Decision
- \* NRS = No Response from Complainant