

**NUMBER OF COMPLAINT HANDLED BY FINANCIAL MEDIATION BUREAU
(AS AT 30 JUNE 2014)**

<u>As at 30 June 2014</u>	<u>Banking</u>	<u>Insurance</u>	<u>Total</u>
Brought forward from 2013	420	610	1,030
Cases Registered	270	562	832
Cases Handled	690	1,172	1,862
Cases Disposed	370 (54%)	677 (58%)	1,047 (56%)
Pending	320 (46%)	495 (42%)	815 (44%)

<u>As at 30 June 2013</u>	<u>Banking</u>	<u>Insurance</u>	<u>Total</u>
Brought forward from 2012	508	1,233	1,741
Cases Registered	320	661	981
Cases Handled	828	1,894	2,722
Cases Disposed	338 (41%)	928 (49%)	1,266 (47%)
Pending	490 (59%)	966 (51%)	1,456 (53%)

The first six months of the year recorded a higher percentage of cases disposed by the Mediators - 56% of the total cases handled (2013: 47%), resulted in a lower number of cases pending disposal – 815 cases (44%) as compared to 1,456 cases (53%) during the corresponding period in 2013.

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

Analysis on Cases Handled as at Jun 2014				
Case Type	B/F Dec 2013	Received as at Jun 2014	Resolved as at Jun 2014	Outstanding
Insurance/ Takaful Type				
Conventional - General	155	45	74	126
Conventional - General (Medical)	19	33	39	13
Conventional - Life	104	133	188	49
Conventional - Motor (OD)	207	199	233	173
Motor - Takaful Third Party Property Damage	5	3	6	2
Motor - Third Party Property Damage	28	34	33	29
Takaful - Family	58	59	66	51
Takaful - General	34	12	30	16
Takaful - Motor	0	44	8	36
TOTAL INSURANCE	610	562	677	495
Banking Type				
Card Based - Credit Card/Debit Card	171	134	166	139
Contract Issues	22	16	14	24
EPI - Dispensation	39	48	53	34
EPI - ATM Unauthorised	62	16	55	23
EPI - CDM	6	10	5	11
EPI - Internet Banking	98	26	49	75
Operational Issues	22	20	28	14
TOTAL BANKING	420	270	370	320
GRAND TOTAL	1030	832	1047	815

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

Analysis on Resolved Cases as at Jun 2014										
Type of Cases	MEDIATION				ADJUDICATION		WITHDRAWN			Total
	SBM	SDM	SAM	FRD	MRF	MUD	WOR	WBC	NRS	
Insurance/ Takaful Type										
Conventional - General	0	3	0	12	0	46	0	5	8	74
Conventional - General (Medical)	0	0	0	9	1	28	1	0	0	39
Conventional - Life	0	0	0	32	2	135	1	0	18	188
Conventional - Motor (OD)	1	46	0	0	4	154	8	3	17	233
Motor - Takaful Third Party Property Damage	0	1	0	2	0	1	0	1	1	6
Motor - Third Party Property Damage	0	4	0	16	0	11	0	0	2	33
Takaful - Family	0	0	0	13	0	44	0	3	6	66
Takaful - General	0	0	0	4	0	18	0	0	8	30
Takaful - Motor	0	0	0	0	0	5	1	0	2	8
Total Insurance	1	54	0	88	7	442	11	12	62	677
	143				449		85			
Banking Type										
Card Based - Credit Card/Debit Card	21	72	12	0	13	41	1	1	5	166
Contract Issues	0	0	5	0	6	1	1	1	0	14
EPI - Dispensation	6	0	27	0	4	8	0	1	7	53
EPI - ATM Unauthorised	0	0	10	0	5	36	0	4	0	55
EPI - CDM	0	0	1	0	0	4	0	0	0	5
EPI - Internet Banking	2	5	35	0	0	0	3	0	4	49
Operational Issues	0	0	11	0	6	10	0	1	0	28
Total Banking	29	77	101	0	34	100	5	8	16	370
	207				134		29			
GRAND TOTAL	30	131	101	88	41	542	16	20	78	1047

- * 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