



**NUMBER OF COMPLAINTS HANDLED BY FINANCIAL MEDIATION BUREAU
 (AS AT 31 MARCH 2014)**

<u>As at 31 March 2014</u>	<u>Banking Cases</u>	<u>Insurance Cases</u>	<u>Total</u>
Brought forward from 2013	420	610	1030
Registered Cases	137	276	413
Total References Handled	557	886	1443
References Disposed Off	168 (30%)	331 (37%)	499 (35%)
Pending	389 (70%)	555 (63%)	944 (65%)

<u>As at 31 March 2013</u>	<u>Banking Cases</u>	<u>Insurance Cases</u>	<u>Total</u>
Brought forward from 2012	508	1233	1741
Registered Cases	146	321	467
Total References Handled	654	1554	2208
References Disposed Off	131 (20%)	447 (29%)	578 (26%)
Pending	523 (80%)	1107 (71%)	1630 (74%)

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

Analysis on Cases Handled as at Mar 2014				
Case Type	B/F Dec 2013	Received as at Mar 2014	Resolved as at Mar 2014	Outstanding
Insurance/ Takaful Type				
Conventional - General	155	19	29	145
Conventional - General (Medical)	19	17	22	14
Conventional - Life	104	69	92	81
Conventional - Motor (OD)	207	97	110	194
Motor - Takaful Third Party Property Damage	5	1	3	3
Motor - Third Party Property Damage	28	18	18	28
Takaful - Family	58	25	43	40
Takaful - General	34	4	14	24
Takaful - Motor	0	26	0	26
TOTAL INSURANCE	610	276	331	555
Banking Type				
Card Based - Credit Card/Debit Card	171	69	82	158
Contract Issues	22	7	3	26
EPI - Dispensation	39	30	21	48
EPI - ATM Unauthorised	62	6	24	44
EPI - CDM	6	3	3	6
EPI - Internet Banking	98	10	24	84
Operational Issues	22	12	11	23
TOTAL BANKING	420	137	168	389
GRAND TOTAL	1030	413	499	944

FINANCIAL MEDIATION BUREAU
SUBMISSION OF MONTHLY REPORT TO BANK NEGARA MALAYSIA

Analysis on Resolved Cases as at Mar 2014

Type of Cases	MEDIATION				ADJUDICATION		WITHDRAWN			Total
	SBM	SDM	SAM	FRD	MRF	MUD	WOR	WBC	NRS	
Insurance/ Takaful Type										
Conventional - General	0	1	0	4	0	17	0	3	4	29
Conventional - General (Medical)	0	0	0	7	1	14	0	0	0	22
Conventional - Life	0	0	0	12	2	66	0	0	12	92
Conventional - Motor (OD)	0	19	0	0	4	73	3	1	10	110
Motor - Takaful Third Party Property Damage	0	0	0	1	0	1	0	1	0	3
Motor - Third Party Property Damage	0	3	0	11	0	3	0	0	1	18
Takaful - Family	0	0	0	9	0	27	0	2	5	43
Takaful - General	0	0	0	2	0	8	0	0	4	14
Takaful - Motor	0	0	0	0	0	0	0	0	0	0
Total Insurance	0	23	0	46	7	209	3	7	36	331
	69				216		46			
Banking Type										
Card Based - Credit Card/Debit Card	12	47	5	0	1	15	1	1	0	82
Contract Issues	0	0	1	0	0	0	1	1	0	3
EPI - Dispensation	1	0	8	0	3	5	0	0	4	21
EPI - ATM Unauthorised	0	0	6	0	2	13	0	3	0	24
EPI - CDM	0	0	1	0	0	2	0	0	0	3
EPI - Internet Banking	1	4	15	0	0	0	2	0	2	24
Operational Issues	0	0	5	0	2	4	0	0	0	11
Total Banking	14	51	41	0	8	39	4	5	6	168
	106				47		15			
GRAND TOTAL	14	74	41	46	15	248	7	12	42	499

- * 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