

Platform for consumers to file financial disputes

KUALA LUMPUR: Bank Negara Malaysia (BNM), under its newly-launched Ombudsman for Financial Services (OFS), would see a platform for financial services consumers to file their financial disputes.

Aimed to provide a more seamless dispute channel for the dispute to be brought forward, OFS is tasked to offer an alternative dispute resolution between financial consumers and financial services providers that are licensed or approved by BNM, fairly and equitably.

Its chief executive officer Jeremy Lee said the number of cases received by OFS from 2012 to 30 September stood at 8,404 cases with 10,457 cases solved and 487 cases in progress.

"Out of the total number of cases filed, 5,536 cases were from insurance and takaful sectors, while 2,868 cases were from the banking sector.

"With the new platform, about 70 per cent of cases received were resolved," he said at a briefing session, here, recently.

The operator of a financial ombudsman scheme serves to strengthen the stability of the financial system, especially from the perspective of strengthening the consumer protection framework.

OFS was formerly known as Financial Mediation Bureau and from October 1, Lee was appointed as the OFS operator by BNM under the Financial Services Act 2013 and Islamic Financial Services Act 2013.

He said the dispute filed to OFS should not exceed RM250,000 while the complainant may file a dispute within six months from the date of dispute by parties or members of the financial services provider who are licensed or approved by BNM.

"The monetary limit for disputes relating to third party property damage for insurance and takaful is RM10,000.

"The monetary limits for disputes involving unauthorised transactions such as through the use of a designated payment instruments (such as Internet banking, mobile banking, phone banking and automated teller machines and the unauthorised use of a cheque) is RM25,000," Lee added.

However, he said, it should be noted that disputes arising from or relating to capital market products and services offered by banks, Islamic banks and relevant prescribed development financial institutions have been excluded from the scope of the financial ombudsman scheme. **Zarina Zakariah**



Ombudsman for Financial Services chief executive officer Jeremy Lee says dispute filed to OFS should not exceed RM250,000. Pic by Saddam Yusoff