

STATISTICAL REPORTS OFS' OPERATIONS AS AT 31 DECEMBER 2016

- The number of complaints handled by OFS as at 31 December 2016 is as follows:-.

A) Predecessor Scheme

<u>January 2016 - December 2016</u>	<u>Banking*</u>	<u>Conventional</u>	<u>Takaful</u>	<u>Total</u>
Brought forward from 2015	158	235	53	446
Cases Registered	458	567	181	1,206
Cases Handled	616	802	234	1,652
(-) Cases Disposed	589 (96%)	728 (91%)	210 (90%)	1,527 (92%)
Pending	27 (4%)	74 (9%)	24 (10%)	125 (8%)

B) Financial Ombudsman Scheme (FOS)

<u>October 2016 - December 2016</u>	<u>Banking*</u>	<u>Conventional</u>	<u>Takaful</u>	<u>Total</u>
Cases Registered	165	169	48	382
(-) Cases Disposed	19 (12%)	14 (8%)	4 (8%)	37 (10%)
Pending	146 (88%)	155 (92%)	44 (92%)	345 (90%)

Banking - the above statistics cover both conventional and Islamic banking*

- The analysis of the type/number of complaints handled (by sector) for the year 2016 is as follows:-

Banking

A) Predecessor Scheme

Table 1

Categories	B/f	Registered	Resolved	Pending
Credit/Charge and Debit Cards	59	240	282	17
Internet Banking	41	60	101	0
Operational Issues	15	25	40	0
Contractual Issues	14	27	37	4
ATM Short/Non Dispensations	15	64	73	6
ATM Unauthorised Withdrawals	8	30	38	0
Cash Deposit Machine (CDM)	6	12	18	0
TOTAL	158	458	589	27

- There are 458 cases received against the banking sector under the Predecessor Scheme as at September 2016. There are no new cases received under the Predecessor Scheme from October 2016 until December 2016.
- As at 31 December 2016, 589 cases were resolved of which 282 cases are credit/charge/debit cards disputes, 101 cases (internet banking), 73 cases (ATM - Non/short-dispensation), 40 cases (operational issues), 38 cases (ATM - unauthorised withdrawals), 37 cases (contractual issues) and 18 cases (cash deposit machines – shortage/non-credited).
- The number of outstanding cases registered under the Predecessor Scheme as at 31 December 2016 is 27 which comprises of credit/charge and debit card cases, non/short-dispensation of cash and contractual issues. There is no outstanding case under internet banking, operational issues, unauthorised ATM withdrawals and cash deposit machines.
- Out of the 589 cases that were resolved, 390 cases (66%) were settled through mediation, 167 cases (28%) were decided by the Mediator and 32 cases (6%) were withdrawn by the Complainants. Out of the 167 cases that were decided, 121 (72%) cases were decided by upholding the decision of the bank and 46 (28%) cases were decided by revising the decision of the bank.

B) Financial Ombudsman Scheme (FOS)

Table 2

Categories	Registered	Resolved	Pending
Credit/Charge and Debit Cards	104	16	88
Internet Banking	11	0	11
Operational Issues	13	2	11
Contractual Issues	12	0	12
ATM Short/Non Dispensations	17	0	17
ATM Unauthorised Withdrawals	5	1	4
Cash Deposit Machine (CDM)	3	0	3
TOTAL	165	19	146

- Upon the operationalisation of the FOS, a total of 165 cases were received from period October 2016 to December 2016. The bulk of the cases received under the banking sector are credit/debit card (104 cases) followed by non/short-dispensation of cash (17 cases) and operational issues (13 cases).
- A total of 19 cases were resolved during the period leaving 146 cases outstanding. Out of the 19 cases resolved, 17 cases were resolved at the Case Management Stage through successful mediation and 2 cases were withdrawn by the Complainant. There is no case referred to the Ombudsman for Adjudication.
- The monetary threshold for the banking disputes under the FOS increased from RM100,000.00 to RM250,000.00. The disputed amount for majority of cases received under the new scheme were below RM100,000.00. Only two cases were received within the increased monetary threshold of RM250,000.00 which comprises contractual issues (1 case) and credit/charge/debit cards (1 case).

Conventional Insurance

A) Predecessor Scheme

Table 3

Categories	B/f	Registered	Resolved	Pending
General Insurance (Non-Motor)	27	89	96	20
General Insurance (Medical)	12	51	57	6
Life Insurance	56	173	217	12
General Insurance (Motor)	122	226	313	35
Third Party Property Damage	18	28	45	1
TOTAL	235	567	728	74

- There are 567 cases received against the conventional insurance under the Predecessor Scheme as at September 2016. There were no new cases registered under the Predecessor Scheme from October 2016 until December 2016.
- As at 31 December 2016, a total of 728 cases were resolved, of which, 313 cases related to general insurance [motor claims], followed by life insurance (217 cases), general insurance [non-motor claims] (96 cases), general insurance [medical claim] (57 cases) and third party property damage (45 cases).
- Out of 728 cases conventional insurance which were resolved, 211 cases (29%) were resolved amicably via negotiated settlements, 453 cases (62%) were resolved through decisions made by Mediators and 64 cases (9%) were closed due to non-response or withdrawn by the complainants.
- The number of outstanding cases under the Predecessor Scheme as at 31 December 2016 was 74 cases.

B) Financial Ombudsman Scheme (FOS)

Table 4

Categories	Registered	Resolved	Pending
General Insurance (Non-Motor)	18	3	15
General Insurance (Medical)	25	3	22
Life Insurance	48	3	45
General Insurance (Motor)	58	1	57
Third Party Property Damage	20	4	16
TOTAL	169	14	155

- Under the FOS, the number of complaints registered from October 2016 to December 2016 against the conventional insurance was 169 cases. Disputes relating to general insurance motor remained the highest with 58 cases, followed by life insurance (48 cases), general insurance medical (25 cases), non-motor (18 cases) and third party property damage (20 cases).
- A total of 14 cases were resolved and 155 cases were brought forward to 2017. Out of the 14 cases resolved, 9 cases were resolved at Case Management stage and 1 case at Adjudication stage. The remaining 4 cases were closed due to non-response or withdrawn by the complainants.
- Under the FOS, the monetary threshold for life and other general insurance cases increased from RM100,000.00 to RM250,000.00. As for general motor and fire insurance, the monetary threshold increased from RM200,000.00 to RM250,000.00 and for third party property damage insurance, the monetary threshold increased from RM5,000.00 to RM10,000.00. We received 15 cases with disputed amount within the increased monetary threshold which comprises general medical insurance (6 cases), third party property damage (7 cases), life insurance (1 case) and general insurance [motor] (1 case).

Takaful

A) Predecessor Scheme

Table 5

Categories	B/f	Registered	Resolved	Pending
Takaful Third Party Property Damage	1	10	11	0
Takaful Family	29	75	101	3
Takaful General	5	14	19	0
Takaful Motor	18	82	79	21
TOTAL	53	181	210	24

- There are 181 cases received against the takaful sector under the Predecessor Scheme as at September 2016. There were no new cases registered under the Predecessor Scheme from October 2016 until December 2016.
- As at 31 December 2016, a total of 210 cases were resolved, of which, 101 cases related to Takaful Family, followed by Takaful Motor (79 cases), Takaful General (19 cases) and Takaful third-party property damage (11 cases).
- Out of 210 takaful cases which were resolved, 54 cases (26%) were resolved amicably via mediation and negotiated settlements, 135 cases (64%) were resolved through decisions made by Mediators and 21 cases (10%) were closed due to non-response or withdrawn by the complainants.
- The number of outstanding cases under the Predecessor Scheme as at 31 December 2016 was 24 cases.

B) Financial Ombudsman Scheme (FOS)

Table 6

Categories	Registered	Resolved	Pending
Takaful Third Party Property Damage	4	0	4
Takaful Family	23	3	20
Takaful General	3	0	3
Takaful Motor	18	1	17
TOTAL	48	4	44

- Under the FOS, the number of complaints registered from October 2016 to December 2016 against the takaful sector was 48 cases. Disputes relating to takaful family were 23 cases, followed by takaful motor (18 cases), takaful third party property damage (4 cases), and takaful general (3 cases).
- A total of 4 cases were resolved and 44 cases were brought forward to 2017. Out of the 4 cases resolved, 3 cases were resolved at Case Management stage and 1 case were closed due to no response from complainant.
- The increased monetary threshold under the FOS for takaful family and other general takaful cases is from RM100,000.00 to RM250,000.00. As for takaful motor and fire cases, the monetary threshold increased from RM200,000.00 to RM250,000.00 and for takaful third party property damage, the monetary threshold increased from RM5,000.00 to RM10,000.00. We received 4 cases with disputed amount within the increased monetary threshold which comprises takaful family (3 cases) and takaful third party property damage (1 case).