

STATISTICAL REPORT OF OFS' OPERATIONS AS AT 30 JUNE 2016

- The number of complaints handled by Mediators as at 30 June 2016 is as follows:-.

<u>As at 30 June 2016</u>	<u>Banking*</u>	<u>Conventional</u>	<u>Takaful</u>	<u>Total</u>
Brought forward from 2015	158	235	53	446
Cases Registered	312	375	115	802
Cases Handled	470	610	168	1,248
(-) Cases Disposed	287 (61%)	406 (67%)	107 (64%)	800 (64%)
Pending	183 (39%)	204 (33%)	61 (36%)	448 (36%)

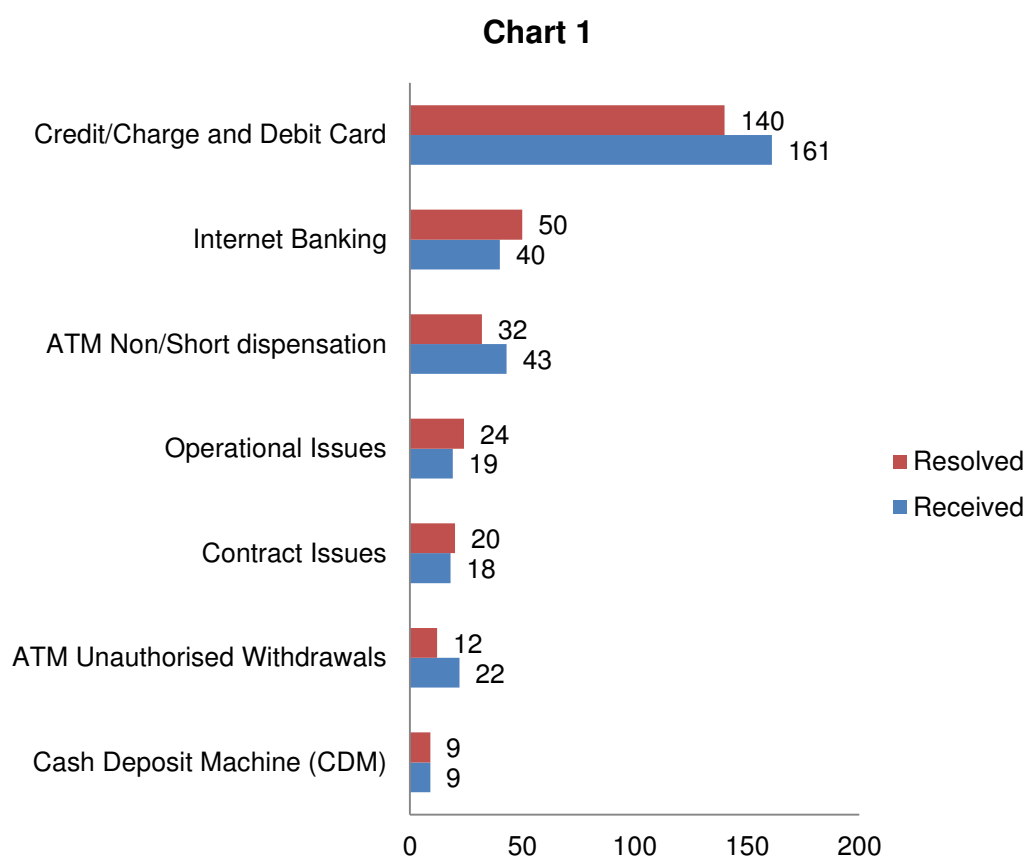
<u>As at 30 June 2015</u>	<u>Banking*</u>	<u>Conventional</u>	<u>Takaful</u>	<u>Total</u>
Brought forward from 2013	230	326	59	615
Cases Registered	282	463	109	854
Cases Handled	512	789	168	1,469
(-) Cases Disposed	292 (57%)	461 (58%)	104 (62%)	857 (58%)
Pending	220 (43%)	328 (42%)	64 (38%)	612 (42%)

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

- As at 30 June 2016, OFS recorded a higher percentage of cases disposed by the Mediators which is 64% compared to the corresponding period in 2015 (58%). As a result, the number of cases remained outstanding was 448 (2015: 612 cases).

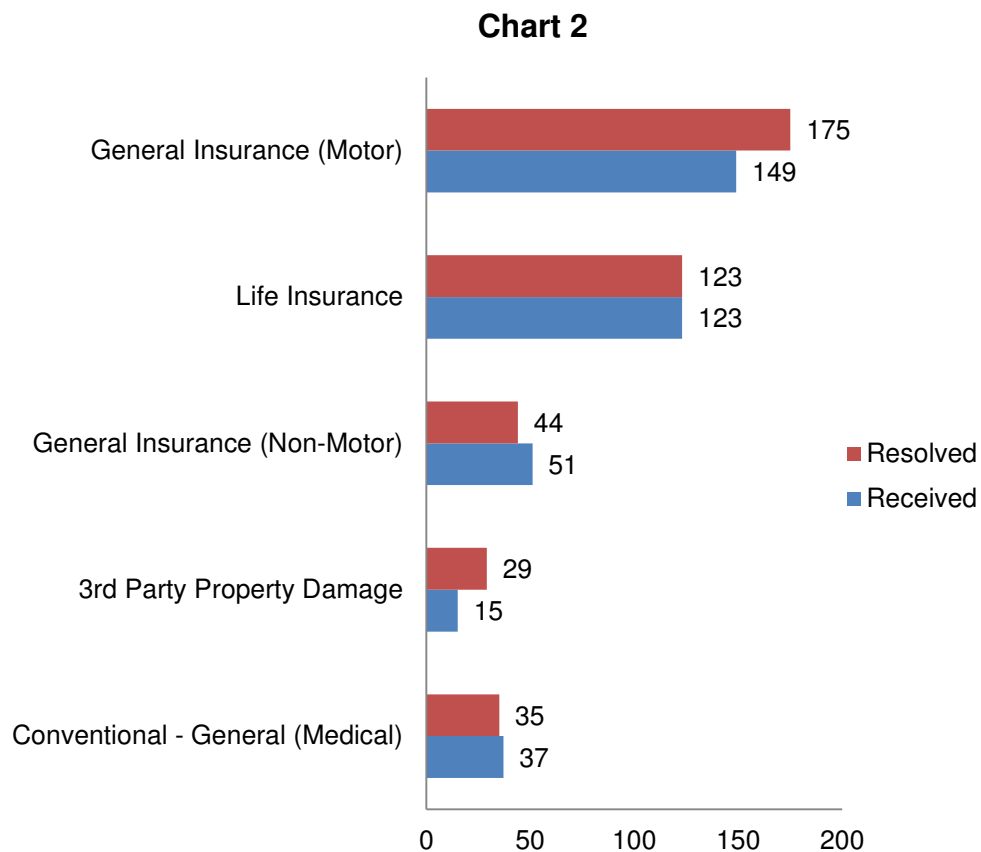
- The analysis of the type/number of complaints handled by Mediators (by sector) as at 30 June 2016 is as follows:-

Banking



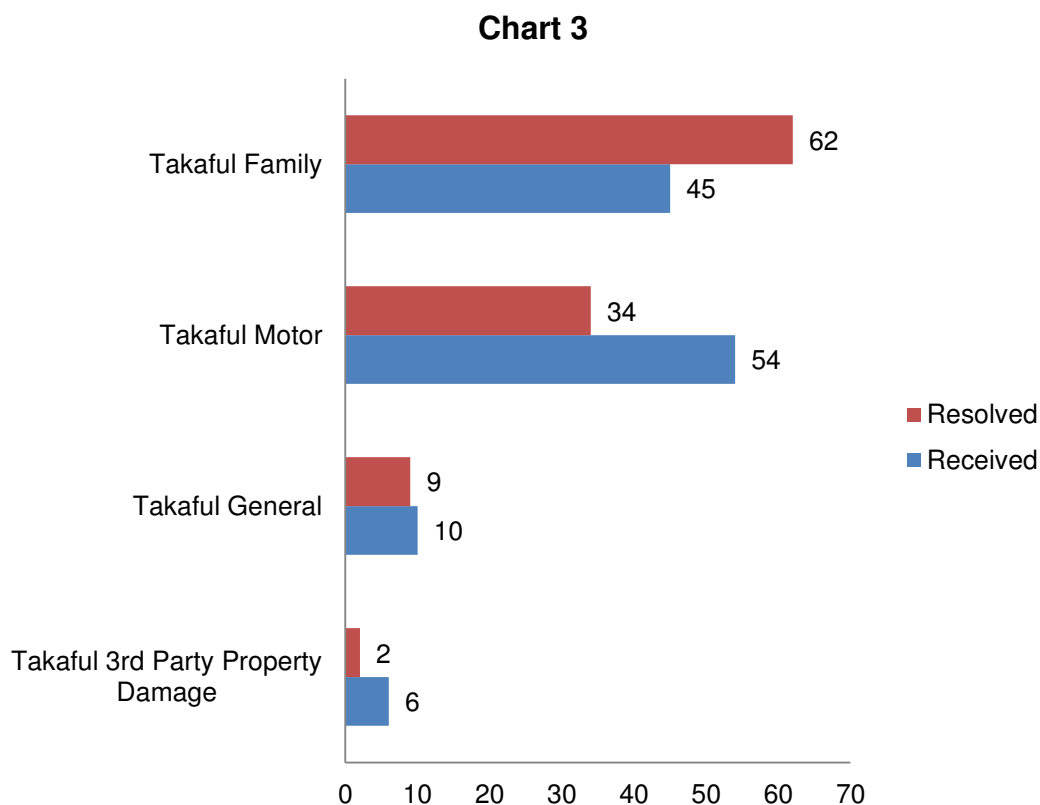
- As at 30 June 2016, the number of complaints received against the banking sector increased to 312 cases (2Q 2015: 282 cases). Disputes involving credit/charge/debit cards accounted for 161 cases, followed by ATM-non/short dispensations (43 cases), and internet banking (40 cases). These are the top three types of disputes which filed by the Complainants against the financial services providers in second quarter of 2016.
- A total of 287 cases were resolved in second quarter of 2016 (2Q 2015: 292 cases), of which, 140 cases (49%) were credit/charge/debit cards disputes, 50 cases of Internet Banking disputes, 32 cases of ATM-non/short dispensations, 24 cases consist of operational issues, 20 cases were contract issues, 12 cases from ATM – unauthorised withdrawals and 9 cases from CDM disputes.

Conventional Insurance



- A total of 375 cases were registered in second quarter of 2016 (2Q 2015: 463 cases). Disputes on general insurance (motor) remained the highest with 149 cases (40%), followed by life insurance, 123 cases (33%) and general insurance - non-motor, 51 cases (14%) made up the bulk of the disputes in this sector.
- Out of 610 cases handled as at 30 June 2016, 406 cases (67%) were resolved of which, 175 cases relates to general insurance [motor], followed by life insurance [123 cases], general insurance [non-motor] (44 cases), third party property damage (29 cases) and general insurance [Medical] (35 cases).

Takaful



- As at 30 June 2016, the number of complaints registered against Takaful sector increased slightly to 115 cases (2Q 2015: 109 cases). Disputes on Takaful Motor record the highest complaints with 54 cases, followed by Takaful Family (45 cases), Takaful General (10 cases) and Takaful 3rd Party Property Damage (6 cases).
- A total of 107 cases were resolved as at 30 June 2016 (2Q 2015: 104 cases), of which, 62 cases relates to Takaful Family, followed by Takaful Motor (34 cases), Takaful General (2 cases) and Takaful 3rd party property damage (2 cases).

Ombudsman for Financial Services
14 September 2016