

Board Paper: 16/2/408
STATISTICAL REPORT FOR THE FIRST QUARTER 2016

- The number of complaints handled by Mediators for the first quarter of 2016 is as follows:-.

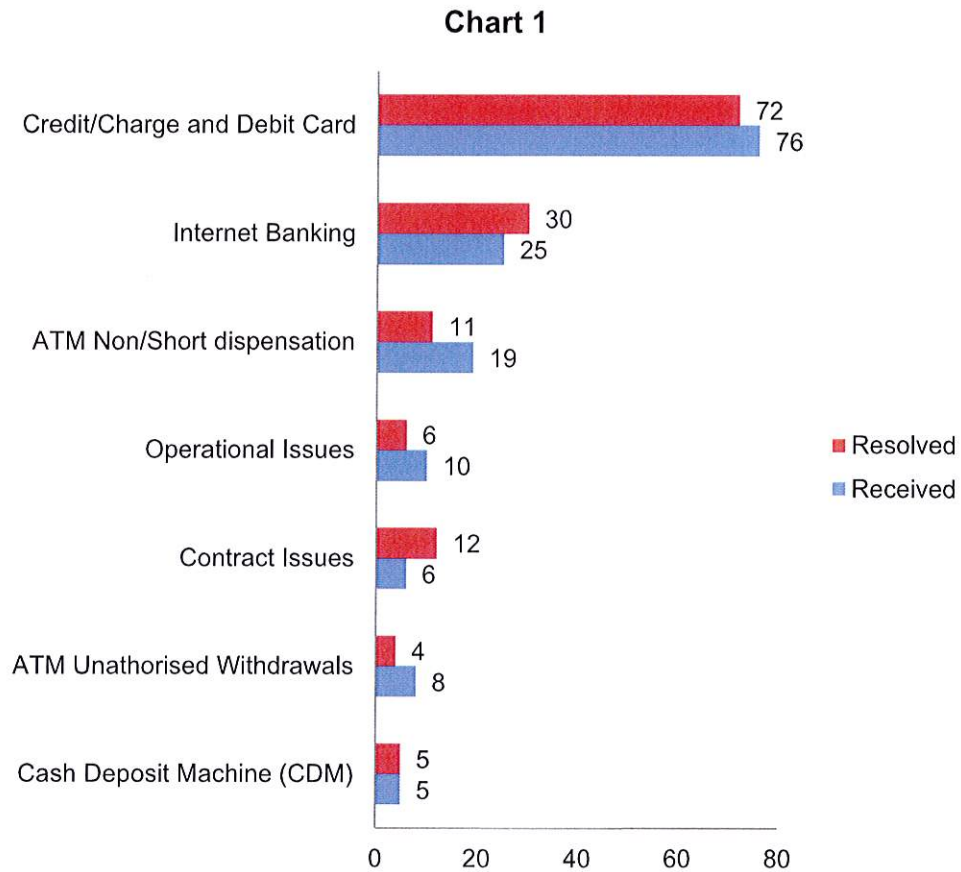
As at 31 March 2016	<u>Banking*</u>	<u>Conventional</u>	<u>Takaful</u>	<u>Total</u>
Brought forward from 2015	158	235	53	446
Cases Registered	149	179	53	381
Cases Handled	307	414	106	827
(-) Cases Disposed	140 (46%)	223 (54%)	55 (52%)	418 (51%)
Pending	167 (54%)	191 (46%)	51 (48%)	409 (49%)

As at 31 March 2015	<u>Banking*</u>	<u>Conventional</u>	<u>Takaful</u>	<u>Total</u>
Brought forward from 2013	230	326	59	615
Cases Registered	110	226	38	374
Cases Handled	340	552	97	989
(-) Cases Disposed	156 (46%)	211 (38%)	60 (62%)	427 (43%)
Pending	184 (54%)	341 (62%)	37 (38%)	562 (57%)

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

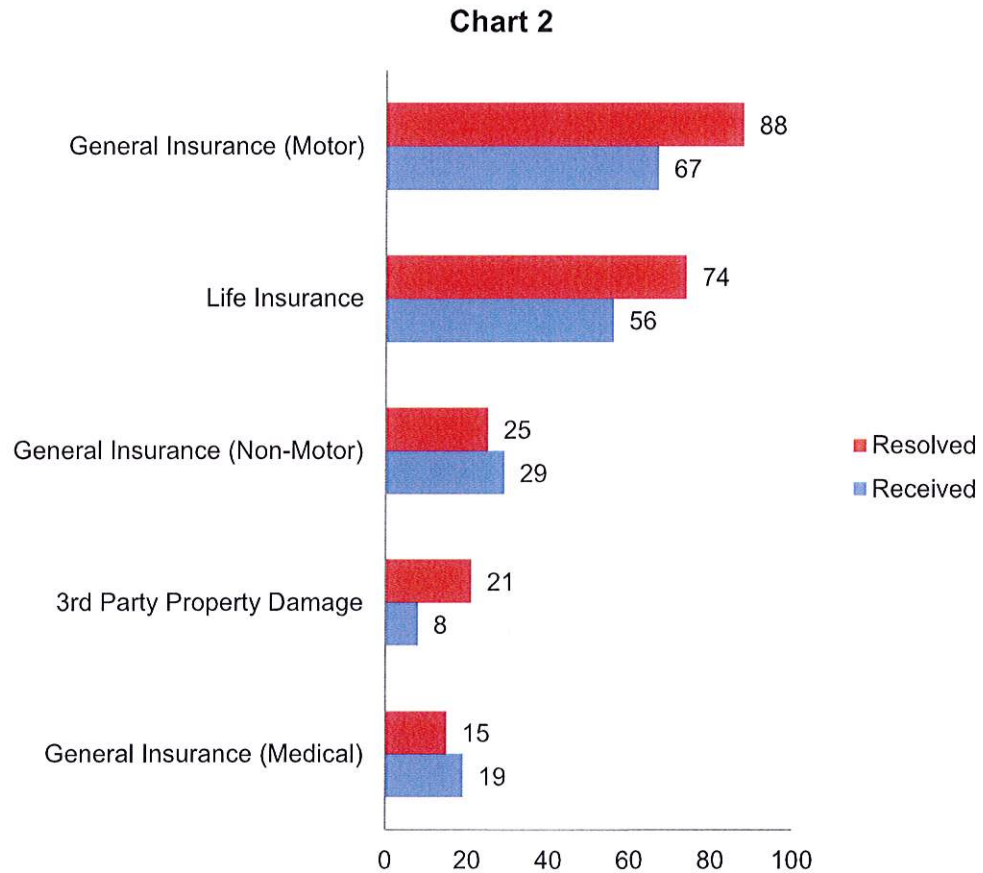
- OFS recorded a higher percentage of cases disposed by the Mediators for the first quarter of 2016 which is 51% compared to first quarter of 2015 (43%). The number of cases reminded outstanding decreased to 409 cases in first quarter 2016 (1Q 2015: 562 cases)
- The analysis of the type/number of complaints handled by Mediators (by sector) for the first quarter of the year 2016 is as follows:-

Conventional Banking and Islamic Banking



- For the first quarter of 2016, the total number cases registered against the banking sector increased to 149 cases (1Q 2015: 110 cases). Disputes involving credit/charge/debit cards accounted for 76 cases, followed by internet banking (25 cases) and ATM - non/short dispensations (19 cases). These are the top three disputes filed by the Complainants against the banking institutions.
- A total of 140 cases were resolved in the first quarter of 2016 (1 Q 2015: 156 cases) comprised of 72 cases involving credit/charge/debit cards disputes, 30 cases (internet banking), 11 cases (ATM – non/short dispensations), 6 cases (operational issues), 12 cases (contract issues), 4 cases (ATM – unauthorised withdrawals) and 5 cases (cash deposit machines – non-credited/shortage).

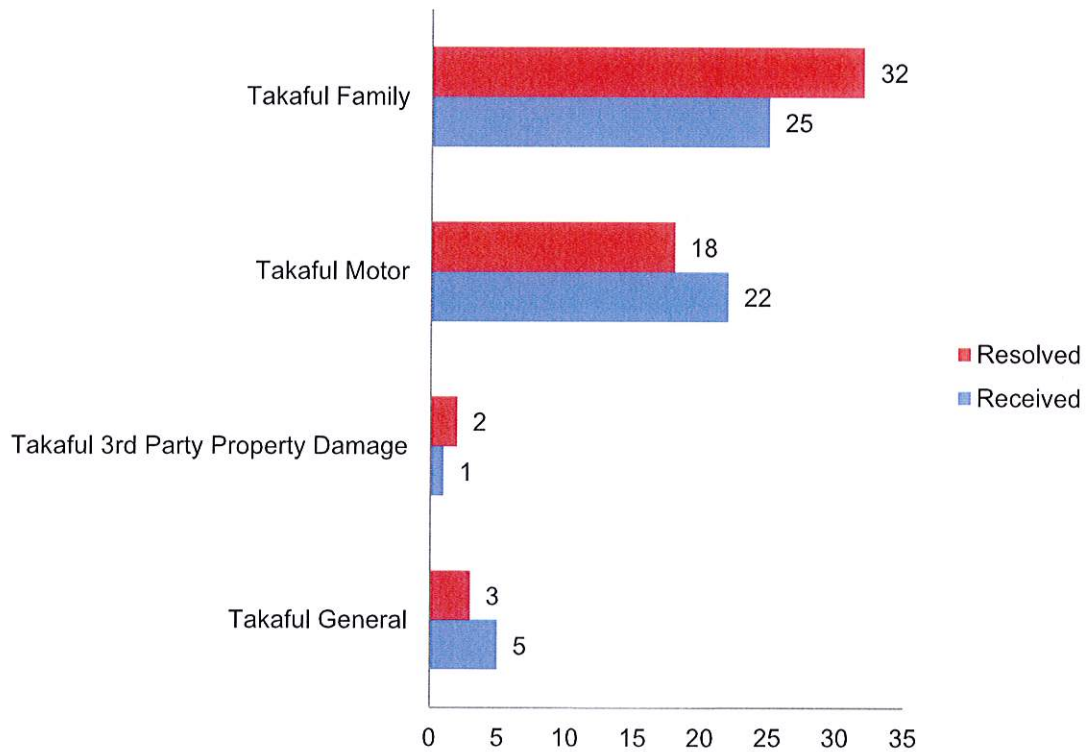
Conventional Insurance



- In the first quarter of 2016, a total of 179 insurance cases were registered against the insurers (1Q 2015: 226 cases). Disputes on general insurance (motor) remained the highest with 67 cases (37%), followed by life insurance (31%) and general insurance - non-motor (16%) made up the bulk of the disputes in this sector.
- Out of 414 cases handled in first quarter of 2016, 223 cases (54%) were resolved. Of which, 88 cases relates to general insurance (motor), followed by life insurance (74 cases), general insurance [non-motor] (25 cases), third party property damage (21 cases) and general insurance [medical] (15 cases).

Takaful

Chart 3



- The number of complaints received against Takaful sector increased by 39% from 38 cases in the first quarter of 2015 to 53 cases in 2016. Disputes on Takaful Family remained the highest with 25 cases (47%), followed by Takaful Motor (42%) and Takaful General and Takaful third party property damage for total up (11%) made up the bulk of the disputes in this sector.
- A total of 55 cases were resolved by first quarter of 2016 (1Q 2015: 60 cases), of which, 32 cases relates to Takaful Family, followed by Takaful Motor (18 cases), Takaful General (3 cases) and Takaful third party property damage (2 cases).