



STATISTICAL REPORT (JANUARY – DECEMBER 2014)

The number of complaints handled by Mediators from January to December 2014 is as follows:-

<u>As at 31 December 2014</u>	<u>Banking</u>	<u>Insurance</u>	<u>Total</u>
Brought forward from 2013	420	610	1,030
Cases Registered	554	1,137	1,691
Cases Handled	974	1,747	2,721
Cases Disposed	744 (76%)	1,362 (78%)	2,106 (77%)
Pending	230 (24%)	385 (22%)	615 (23%)

<u>As at 31 December 2013</u>	<u>Banking</u>	<u>Insurance</u>	<u>Total</u>
Brought forward from 2012	508	1,233	1,741
Cases Registered	652	1,229	1,881
Cases Handled	1,160	2,462	3,622
Cases Disposed	740 (64%)	1,852(75%)	2,592 (72%)
Pending	420 (36%)	610(25%)	1,030 (28%)

The number of cases remained out standing as at 31 December 2014 was **615** compared to 1,030 cases in 2013. The lower number of cases remained outstanding in 2014 was due to higher percentage of cases disposed by the Mediators - 2,106 cases or 77% of the total cases handled during the year (2013: 72%).

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

Analysis on Cases Handled as at Dec 2014

Case Type	B/F Dec 2013	Received as at Dec 2014	Resolved as at Dec 2014	Outstanding
Insurance/ Takaful Type				
Conventional - General	155	107	184	78
Conventional - General (Medical)	19	70	81	8
Conventional - Life	104	264	319	49
Conventional - Motor (OD)	207	407	445	169
Motor - Takaful Third Party Property Damage	5	6	10	1
Motor - Third Party Property Damage	28	70	76	22
Takaful - Family	58	103	135	26
Takaful - General	34	17	43	8
Takaful - Motor	0	93	69	24
TOTAL INSURANCE	610	1137	1362	385
Banking Type				
Card Based - Credit Card/Debit Card	171	270	347	94
Contract Issues	22	39	47	14
EPI - Dispensation	39	76	90	25
EPI - ATM Unauthorised	62	34	90	6
EPI - CDM	6	20	14	12
EPI - Internet Banking	98	72	105	65
Operational Issues	22	43	51	14
TOTAL BANKING	420	554	744	230
GRAND TOTAL	1030	1691	2106	615

FINANCIAL MEDIATION BUREAU
SUBMISSION OF MONTHLY REPORT TO BANK NEGARA MALAYSIA

Analysis on Resolved Cases as at Dec 2014

Type of Cases	MEDIATION				ADJUDICATION		WITHDRAWN			Total
	SBM	SDM	SAM	FRD	MRF	MUD	WOR	WBC	NRS	
Insurance/ Takaful Type										
Conventional - General	1	7	0	33	0	109	0	9	25	184
Conventional - General (Medical)	0	0	0	14	1	61	3	1	1	81
Conventional - Life	0	0	0	55	1	230	3	0	30	319
Conventional - Motor (OD)	1	108	0	0	5	293	13	3	22	445
Motor - Takaful Third Party Property Damage	0	3	0	3	0	2	0	1	1	10
Motor - Third Party Property Damage	0	9	0	43	1	20	0	0	3	76
Takaful - Family	0	0	0	26	1	94	1	5	8	135
Takaful - General	0	0	0	6	0	26	1	1	9	43
Takaful - Motor	0	0	0	4	0	54	4	0	7	69
Total Insurance	2	127	0	184	9	889	25	20	106	1362
	313				898		151			
Banking Type										
Card Based - Credit Card/Debit Card	39	149	19	0	29	101	1	2	7	347
Contract Issues	0	0	27	0	12	6	1	1	0	47
EPI - Dispensation	8	0	47	0	4	19	0	1	11	90
EPI - ATM Unauthorised	0	1	20	0	7	57	1	4	0	90
EPI - CDM	1	0	1	0	1	11	0	0	0	14
EPI - Internet Banking	3	9	86	0	0	0	3	0	4	105
Operational Issues	0	0	22	0	9	19	0	1	0	51
Total Banking	51	159	222	0	62	213	6	9	22	744
	432				275		37			
GRAND TOTAL	53	286	222	184	71	1102	31	29	128	2106

- * 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