

Airing grievances

Consumer complaints (July 2015-June 2016)

BLOCK*	FINANCIAL INSTITUTIONS' PRACTICES / POLICIES	MARKET CONDUCT	SERVICE STANDARDS	OTHERS	TOTAL	%	COMPLAINTS RESOLVED BY MEDIATION	ADJUDICATED CASES WHERE AWARDS WERE MADE	ADJUDICATED CASES WHERE NO AWARDS WERE MADE	PENDING CASES
A	185	214	41	2	442	38.04	257	14	132	194
B	220	178	35	1	434	37.35	248	-	77	207
C	213	4	1	-	218	18.76	177	15	28	47
D	9	9	9	-	27	2.32	15	4	12	11
E	2	39	0	-	41	3.53	16	20	6	21
Total	629	444	86	3	1.162	100	713	53	255	480
%	54.13	38.21	7.40	0.26	100					

*Block A - banks and finance companies Block B - life and composite insurers Block C - general and composite insurers
Block D - capital markets services licensees Block E - licensed financial advisers and insurance intermediaries