

Dip in grievances

Nature of complaints handled by Fidrec

BLOCK*	COMPLAINTS HANDLED					%	COMPLAINS RESOLVED**			PENDING CASES AT END JUNE
	FINANCIAL INSTITUTIONS' PRACTICE/ POLICIES	MARKET CONDUCT	SERVICE STANDARDS	OTHERS	TOTAL		RESOLVED BY MEDIATION	ADJUDICATED WITH AWARDS MADE	ADJUDICATED AND NO AWARDS	
A	195	165	36	0	396	44.35	278	7	187	117
B	143	136	10	0	289	32.36	241	10	100	146
C	167	0	0	0	167	18.70	133	7	25	49
D	11	4	11	0	26	2.91	15	2	9	11
E	1	14	0	0	15	1.68	16	0	12	8
Total	517	319	57	0	893	100	683	26	333	331
%	57.90	35.72%	6.38%	0	100					

* Notes : 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

**These figures include complaints lodged in the preceding periods which were resolved in the period July 1, 2016 to June 30, 2017.