

What went wrong

	BANK AND FINANCE COMPANIES	LIFE INSURERS	GENERAL INSURERS	CAPITAL MARKETS SERVICES LICENSEES	LICENSED FAs AND INSURANCE INTERMEDIARIES	TOTAL
FI practice/policies	74	477	169	2	1	723
Market conduct	188	95	-	4	30	317
Service standards	56	11	7	39	2	115
Others	96	-	-	-	-	96
Total	414	583	176	45	33	1,251

Note: FA: Financial advisers; FI: Financial institutions; FIDRec resolved 1,251 cases in reported FY.