

Complaints and Ombudsman Cases in Q1 2014

Sector		No. of Complaints		No. of Ombudsman Cases	
		Cases	Percentage of Respective Sectoral Cases to Total Cases	Cases	Percentage of Respective Sectoral Cases to Total Cases
Banking		87	10.71%	60	11.65%
Insurance	Life Insurance	530	88.30%	337	86.21%
	Property & Casualty Insurance	168		98	
	Insurance Intermediaries (Insurance Agents and Insurance Brokers)	19		9	
Securities and Futures		8	0.99%	11	2.14%
Total		812	100%	515	100%

Complaints and Ombudsman Cases in Q2 2014

Sector		No. of Complaints		No. of Ombudsman Cases	
		Cases	Percentage of Respective Sectoral Cases to Total Cases	Cases	Percentage of Respective Sectoral Cases to Total Cases
Banking		110	11%	55	12%
Insurance	Life Insurance	651	88%	305	87%
	Property & Casualty Insurance	212		94	
	Insurance Intermediaries (Insurance Agents and Insurance Brokers)	25		6	
Securities and Futures		11	1%	6	1%
Total		1009	100%	466	100%

Complaints and Ombudsman Cases in Q3 2014

Sector		No. of Complaints		No. of Ombudsman Cases	
		Cases	Percentage of Respective Sectoral Cases to Total Cases	Cases	Percentage of Respective Sectoral Cases to Total Cases
Banking		110	10%	59	11%
Insurance	Life Insurance	680	88%	354	88%
	Property & Casualty Insurance	218		107	
	Insurance Intermediaries (Insurance Agents and Insurance Brokers)	21		12	
Securities and Futures		16	2%	3	1%
Total		1045	100%	535	100%

Complaints and Ombudsman Cases in Q4 2014

Sector		No. of Complaints		No. of Ombudsman Cases	
		Cases	Percentage of Respective Sectoral Cases to Total Cases	Cases	Percentage of Respective Sectoral Cases to Total Cases
Banking		116	12%	53	10%
Insurance	Life Insurance	591	87%	354	88%
	Property & Casualty Insurance	230		106	
	Insurance Intermediaries (Insurance Agents and Insurance Brokers)	35		13	
Securities and Futures		8	1%	11	2%
Total		980	100%	537	100%

Complaints and Ombudsman Cases in 2014

Sector		No. of Complaints		No. of Ombudsman Cases	
		Cases	Percentage of Respective Sectoral Cases to Total Cases	Cases	Percentage of Respective Sectoral Cases to Total Cases
Banking		423	11.00%	227	11.06%
Insurance	Life Insurance	2452	87.88%	1350	87.43%
	Property & Casualty Insurance	828		405	
	Insurance Intermediaries (Insurance Agents and Insurance Brokers)	100		40	
Securities and Futures		43	1.12%	31	1.51%
Total		3846	100%	2053	100%

Percentage of Complaints and Ombudsman Cases by Industry in 2014

	Complaints	Ombudsman Cases
Banking	11.00%	11.06%
Insurance	87.88%	87.43%
Securities and Futures	1.12%	1.51%
	100.00%	100.00%

