

Complaints and Ombudsman Cases in Q1 2012

Sector		No. of Complaints		No. of Ombudsman Cases	
		Cases	Percentage of Total	Cases	Percentage of Total
Banking		172	12.78%	82	20.66%
Insurance	Life Insurance	864	85.96%	237	77.83%
	Property & Casualty Insurance	269		63	
	Insurance Intermediaries (Insurance Agents and Insurance Brokers)	24		9	
Securities and Futures Dealers		17	1.26%	6	1.51%
Total		1,346	100%	397	100%

Complaints and Ombudsman Cases in Q2 2012

Sector		No. of Complaints		No. of Ombudsman Cases	
		Cases	Percentage of Total	Cases	Percentage of Total
Banking		144	10.85%	105	16.54%
Insurance	Life Insurance	895	88.02%	414	82.20%
	Property & Casualty Insurance	253		95	
	Insurance Intermediaries (Insurance Agents and Insurance Brokers)	20		13	
Securities and Futures Dealers		15	1.13%	8	1.26%
Total		1,327	100%	635	100%

Complaints and Ombudsman Cases in Q3 2012

Sector		No. of Complaints		No. of Ombudsman Cases	
		Cases	Percentage of Total	Cases	Percentage of Total
Banking		98	8.78%	82	10.66%
Insurance	Life Insurance	782	89.34%	509	87.39%
	Property & Casualty Insurance	185		141	
	Insurance Intermediaries (Insurance Agents and Insurance Brokers)	30		22	
Securities and Futures Dealers		21	1.88%	15	1.95%
Total		1,116	100%	769	100%

Complaints and Ombudsman Cases in Q4 2012

Sector		No. of Complaints		No. of Ombudsman Cases	
		Cases	Percentage of Total	Cases	Percentage of Total
Banking		89	9.37%	92	13.43%
Insurance	Life Insurance	632	89.37%	444	85.11%
	Property & Casualty Insurance	183		118	
	Insurance Intermediaries (Insurance Agents and Insurance Brokers)	34		21	
Securities and Futures Dealers		12	1.26%	10	1.46%
Total		950	100%	685	100%

Complaints and Ombudsman Cases in 2012

Sector		No. of Complaints		No. of Ombudsman Cases	
		Cases	Percentage of Total	Cases	Percentage of Total
Banking		503	10.61%	361	14.52%
Insurance	Life Insurance	3,173	88.02%	1,604	83.91%
	Property & Casualty Insurance	890		417	
	Insurance Intermediaries (Insurance Agents and Insurance Brokers)	108		65	
Securities and Futures Dealers		65	1.37%	39	1.57%
Total		4,739	100%	2,486	100%