

Complaints and Ombudsman Cases in Q1 2013

Sector		No. of Complaints		No. of Ombudsman Cases	
		Cases	Percentage of Total	Cases	Percentage of Total
Banking		202	19.57%	77	14.05%
Insurance	Life Insurance	644	78.68%	360	84.85%
	Property & Casualty Insurance	153		94	
	Insurance Intermediaries (Insurance Agents and Insurance Brokers)	15		11	
Securities and Futures Dealers		18	1.75%	6	1.10%
Total		1,032	100%	548	100%

Complaints and Ombudsman Cases in Q2 2013

Sector		No. of Complaints		No. of Ombudsman Cases	
		Cases	Percentage of Total	Cases	Percentage of Total
Banking		125	12.38%	60	10.07%
Insurance	Life Insurance	659	86.14%	392	87.58%
	Property & Casualty Insurance	194		124	
	Insurance Intermediaries (Insurance Agents and Insurance Brokers)	17		6	
Securities and Futures Dealers		15	1.48%	14	2.35%
Total		1,010	100%	596	100%

Complaints and Ombudsman Cases in Q3 2013

Sector		No. of Complaints		No. of Ombudsman Cases	
		Cases	Percentage of Total	Cases	Percentage of Total
Banking		95	10.93%	62	11.19%
Insurance	Life Insurance	599	88.61%	372	87.00%
	Property & Casualty Insurance	158		101	
	Insurance Intermediaries (Insurance Agents and Insurance Brokers)	13		9	
Securities and Futures Dealers		4	0.46%	10	1.81%
Total		869	100%	554	100%

Complaints and Ombudsman Cases in Q4 2013

Sector		No. of Complaints		No. of Ombudsman Cases	
		Cases	Percentage of Total	Cases	Percentage of Total
Banking		97	10.86%	54	10.13%
Insurance	Life Insurance	594	88.24%	371	89.31%
	Property & Casualty Insurance	174		97	
	Insurance Intermediaries (Insurance Agents and Insurance Brokers)	20		8	
Securities and Futures Dealers		8	0.90%	3	0.56%
Total		893	100%	533	100%

Complaints and Ombudsman Cases in 2013

Sector		No. of Complaints		No. of Ombudsman Cases	
		Cases	Percentage of Total	Cases	Percentage of Total
Banking		519	13.65%	253	11.34%
Insurance	Life Insurance	2,496	85.17%	1,495	87.18%
	Property & Casualty Insurance	679		416	
	Insurance Intermediaries (Insurance Agents and Insurance Brokers)	65		34	
Securities and Futures Dealers		45	1.18%	33	1.48%
Total		3,804	100%	2,231	100%