



Statistics

1. Number of complaints received

(current & previous calendar years, by month, figures in blanket are new cases received in that particular month)

	2011 Year-to-month	2010 Year-to-month	2009 Year-to-month	2008 Year-to-month	2007 Year-to-month	2006 Year-to-month
January	3 (3)	33	37	38	36	42
February	7 (4)					
March	8 (1)					
April	13 (5)					
May	17 (4)					
June	20 (3)					
July	21 (1)					
August	23 (2)					
September	29 (6)					
October	37 (8)					
November	39 (2)					
December	41 (2)					

2. Status Report

	Of Year 2011 (as at 31-Dec)
Cases brought forward from last year (A)	115
New cases received (B)	41
Cases closed (C)	44
Cases carried forward to next year/month (A+B-C)	112

3. Nature of complaints for new cases received by line of business (LOB)

Year		2011 (year-to-month: 31-Dec)			
Nature	LOB	Life (linked)	Life (non-linked)	General	No policy involved
	Payment terms, policy charges and affordability		17		
Suitability (other than affordability)		1			
Terms and conditions of policy and advice on insurance		3	1		
Pre/after sales services		1		2	
Investment advice					
Others		3	1	2	10
Total		25	2	4	10

4. Outcome of cases closed

	2011 (Year-to-month: 31-Dec)
Complaint withdrawn or case lapsed due to non response from complainant, outside terms of agreement	25
No prima facie case established	10
Unsubstantiated	3
Disciplinary actions imposed	6
Total	44

5. Number of disciplinary actions imposed

Number of disciplinary actions imposed	2011 (Year-to-month: 31-Dec)
Membership expulsion	0
Membership suspension	0
Name of registrant removed from register	0
Registration suspension, Fine & Reprimand	
Registration suspension	1
Fine	5
Reprimand	0
Warning	1
Disapproval	0
Others	0
Total	7