

FY2021/2022 AT A GLANCE

FIDREC RECEIVED

6,549 Enquiries
↑ 2.1%

1,142 Claims
↑ 4.1%

Of these, FIDReC handled
907 Claims
↓ 15.0%

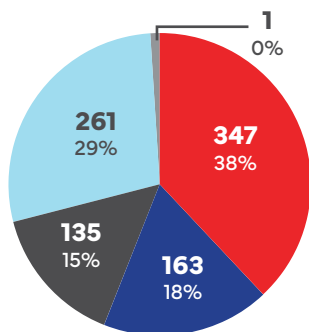
FIDREC COMPLETED HANDLING

6,549 Enquiries
↑ 2.1%

967 Claims* against 63 financial institutions
↓ 14.7%

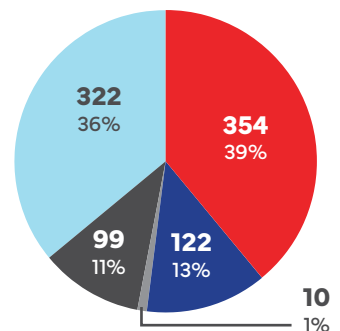
* Includes claims brought forward from FY2020/2021.

NATURE OF CLAIMS HANDLED



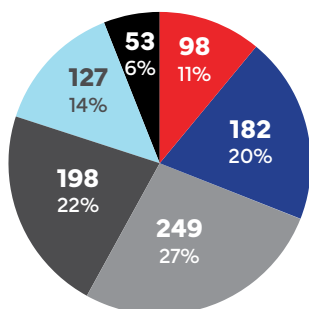
- Financial Institutions' Practice/Policies
- Market Conduct
- Service Standards
- Fraud / Scam
- Others

PRODUCT GROUP OF CLAIMS HANDLED



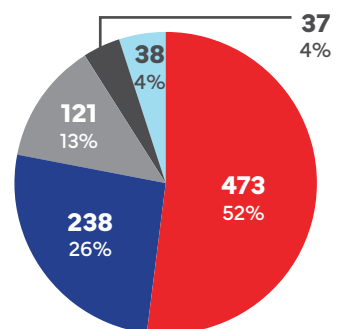
- Consumer / Personal Finance¹
- General Insurance
- Electronic Transactions & Payments
- Investments
- Life Insurance

CONSUMER PROFILE IN CLAIMS HANDLED



- 30 and below
- 31 to 40
- 41 to 50
- 51 to 60
- Above 70

FINANCIAL INSTITUTION PROFILE IN CLAIMS HANDLED



- (A) Banks and Financial Companies
- (B) Life and Composite Insurers
- (C) General and Composite Insurers
- (D) Capital Markets Services Licensees
- (E) Licensed Financial Advisers and Insurance Brokers

¹ Consumer/Personal Finance includes disputes such as Credits Cards / Charge Cards, Housing / Renovation Loans, Personal Loans / Lines of Credit or Savings Account / Fixed Deposits / Current Account disputes.

FY2021/2022 AT A GLANCE



The median claim amount was \$7,810 (↓ 11.3%).



The average claim amount was \$38,578 (↑ 24.9%).

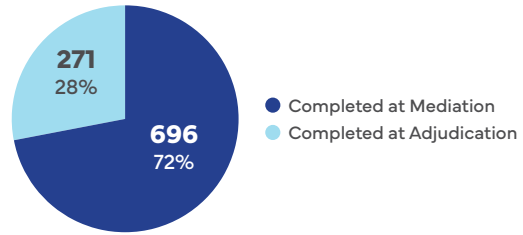


The smallest claim amount was \$4 (↓ 0.1%) and largest claim amount was \$1.7 million (↑ 6.3%).



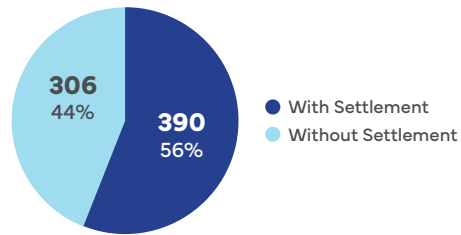
86% of the claims were completed within 6 months (↑ 4.0%).

TOTAL COMPLETED CLAIMS



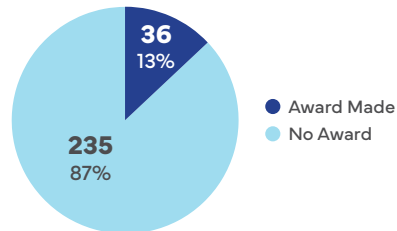
Of the completed claims, approximately 72% were completed at mediation.

COMPLETED AT MEDIATION



Of the claims completed at mediation, 56% had consumers accepting an offer from a financial institution and 44% had consumers deciding not to pursue their claim further.

COMPLETED AT ADJUDICATION



Of the claims completed at adjudication, 13% had an award in favour of the consumers and 87% had no award.