



Financial Industry Disputes Resolution Centre Ltd

Company Reg No. 200502125D

Guidance Note on Rule 21(2) and Rule 29(1) –

What Constitutes ‘Per Claim’

The number of claims involved in a dispute will depend on several factors including the nature of the claim, the type and number of financial products involved, and the legal basis for the claim. Typically, the number of claims will correspond to the number of unique financial products involved in the dispute.

The following explains how the number of claims is determined for common types of disputes:

- For Banking disputes, the number of claims will typically correspond to the number of accounts complained about.
- For Travel Insurance Policies, the number of claims may depend on the number of insured persons covered/insured under the policy.
- For Integrated Shield Plans, the main policy and the rider will each constitute a separate claim.

If there is a dispute regarding the number of claims involved in a complaint, parties should take note of Rule 29(3) of the Terms of Reference, which sets out that this is a matter to be determined by the Adjudicator.