


2018/2019 at a Glance


FIDReC Received



6,175
enquiries

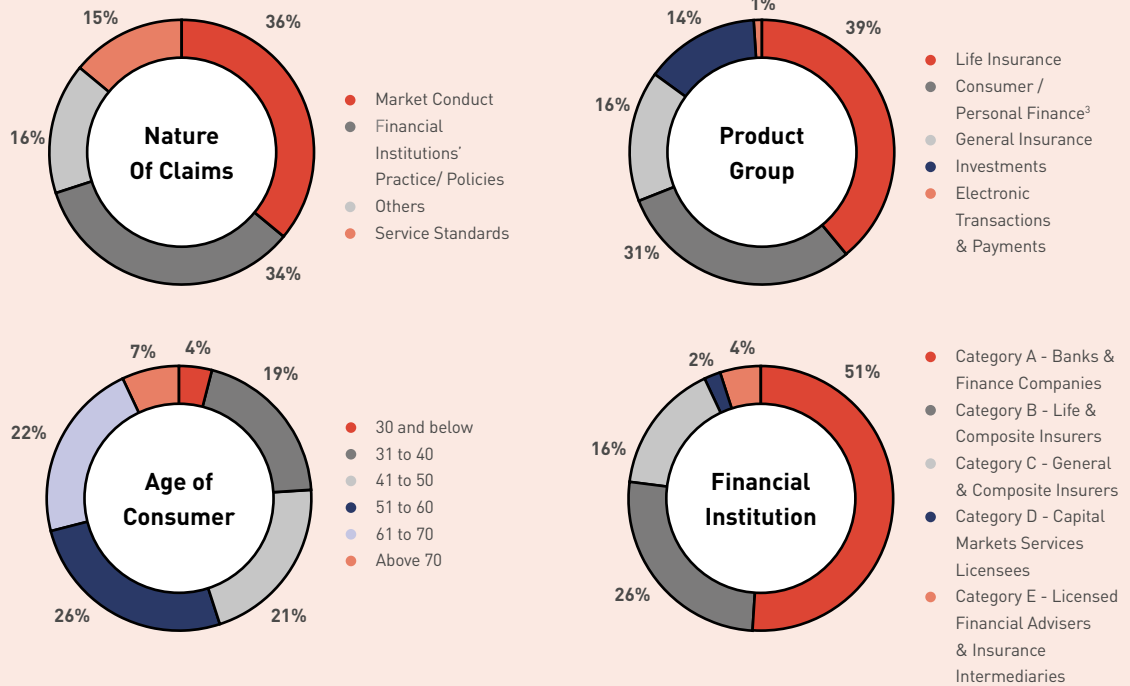


1,037
claims,
subsequently handling¹




1,026
Claims

The profiles of the claims handled were as follows²:




FIDReC completed handling




6,175
enquiries



1,218
claims involving



72
Financial Institutions



The median claim amount was **\$5,000** while the average claim amount was about **\$24,000**. The largest claim amount was about **\$679,000**.



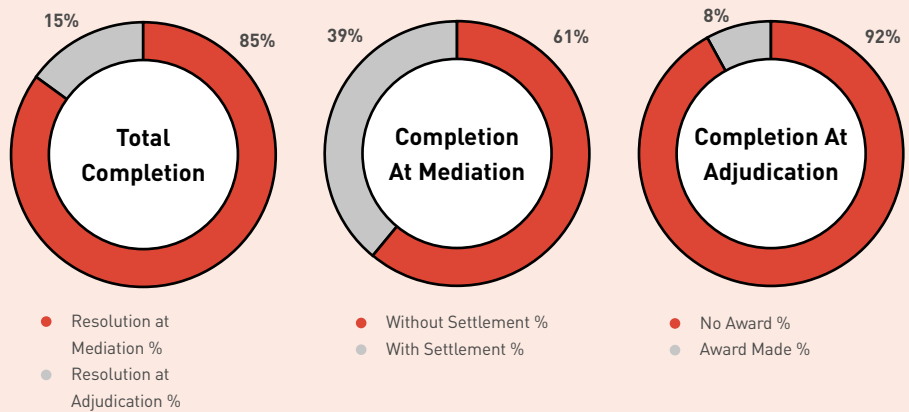
6 months

94% of claims were completed within 6 months.⁴

Of the completed claims, most were completed at mediation.

Of the claims completed at mediation, 39% had consumers accepting an offer from a financial institution and 61% had consumers deciding not to pursue their case further.

Of the claims completed at adjudication, 8% had an award in favour of the consumer and 92% had no award made.



Other achievements

- Increasing accessibility by making FIDReC's Dispute Resolution Form available online
- Strengthening cybersecurity
- Promoting awareness of FIDReC's services to the public

Note:

- 1 See page 15 for a detailed explanation.
- 2 May not add to 100% due to rounding.
- 3 Consumer / Personal Finance includes disputes such as Credit Cards / Charge Cards, Savings Account / Fixed Deposits / Current Account, and Housing / Renovation Loans disputes.
- 4 The time between the completion of mediation and commencement of adjudication is excluded as this is the time afforded to consumers to decide whether to proceed with adjudication.