

COMPLAINTS TRENDS from April to September 2005

(a) Complaints received since April 2005

	Insurance	Credit Institutions	Total
April 05 – September 05	1080	629	1709
October 04 –March 2005	922	493	1415
April 04 –September 2004	962	475	1437
2005 complaints			
January - March	456	276	732
April - June	553	345	898
July – September	527	284	811

(b) Complaint categories since April 2005

Credit Institutions (including Banks, Building Societies and Credit Unions)

		Total
Account Transactions	149	
Credit Card Disputes	99	
Various Lending Problems	122	
Mortgage Issues	90	
Investment Performance Disputes	88	
Service Issues	30	
ATM Disputes	29	
Foreign Exchange	20	
Miscellaneous	2	
		629

Insurance (including Life, non life and health)

Non Life		Total
Household contents and Buildings	90	
Motor	179	
Travel	167	
Saving policy / SSIA's	13	
Payment / Loan protection policy	66	
Mobile phones	8	

Miscellaneous	36	559
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Medical		Total
Medical expenses	74	74

Life		Total
Critical / serious illness	26	
Permanent Health	12	
Salary Protection / Income Continuance	28	
Endowment policy	70	
Investment policy	98	
Life Assurance	126	
Mortgage Protection	41	
Pension	46	
		447

		Total
		1080