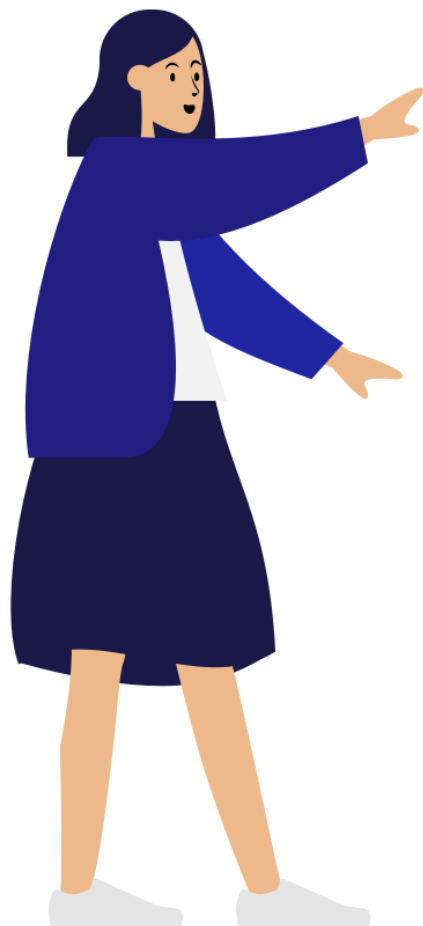


User Manual

Download complaints data from portal

Within this tutorial, we will take a look at ...



Points to Note

3



Who Can Access the Data Download Feature?

4

How to Download the Complaints Data?

5

Understanding the Fields in the Complaints Data

7



What is included in the Complaints Data?

8

Points to Note

- These data are strictly for general information purposes. We believe the contents to be true and accurate as of the date of download. FIDReC makes no representations or warranties regarding their completeness or accuracy. FIDReC may update or revise the data at any time without prior notice.
- These data include only cases accepted by FIDReC for handling and excludes cases that are closed at Early Resolution, not valid and outside of FIDReC's jurisdiction.
- The data covers claims closed in the past three (3) full calendar years and the current year, based on the closed date. Example: If you intend to download cases closed before 1 May 2026, the data downloaded will include claims closed between 1 January 2023 to 30 April 2026.
- Some cases have more than one (1) claims in the dispute and the claim ID differentiates each claim in the case filed.



The Data Download feature is **only available** to Primary Contacts.



If you are not a Primary Contact, the **Data Download** option will not be visible to you.



If you are a Primary Contact for more than one Financial Institution, you will be able to view claims for all the associated Financial Institutions.

How to Download the Complaints Data?

The screenshot shows the FIDReC portal dashboard. At the top, there is a navigation bar with the FIDReC logo and several menu items: Dashboard, Resources, Contact Us, Invoices, My Financial Institution, and TEST420. A search icon and a notification bell with '0' are also present. Below the navigation bar, the breadcrumb 'Home > FI Dashboard' is shown. A welcome message 'Welcome TEST420' is displayed. Under the 'My Cases' section, there is a filter for 'All Active Cases' and a search bar. A blue 'Download Data' button is highlighted with a red box. Below the search bar, there is a table of active cases with columns for Case Number, Nature of Complaint, Complainant, Financial Institution, Case Manager, Sub Status, Due Date [FI], and Created On.

Case Number	Nature of Complaint	Complainant	Financial Institution	Case Manager	Sub Status	Due Date [FI]	Created On ↓
2026/00040		TESTACCOUNT888	TESTACCOUNT135	Case Mgmt Team	Pending Evaluation		16/04/2026 9:42 AM
2026/00039		TESTACCOUNT888	TESTACCOUNT135	Case Mgmt Team	Pending Evaluation		09/04/2026 10:47 PM
2026/00037		TESTACCOUNT888	TESTACCOUNT135	Case Mgmt Team	IR Requested	04/05/2026	01/04/2026 4:00 PM
2026/00035		TESTACCOUNT888	TESTACCOUNT135	Case Mgmt Team	Pending Mediation Scheduling		27/03/2026 4:40 PM
2026/00034		TESTACCOUNT888	TESTACCOUNT135	Case Mgmt Team	Pending 2nd Submission	22/04/2026	27/03/2026 4:39 PM

1

Log in to the FIDReC Portal using your **Primary Contact** account.

A **Download Data** button is available on the dashboard page. To proceed with the download, click on the **Download Data** button.

How to Download the Complaints Data?

Home > Claim For FI

Download

These data are strictly for general information purposes. We believe the contents to be true and accurate as of the date of download. FIDReC makes no representations or warranties regarding their completeness or accuracy. FIDReC may update or revise the data at any time without prior notice.

Case Number	Claim ID	Complainant	Financial Institute	Category	Sub-Category	Nature of Claim	Type of Account / Policy / Product	Status Reason	Complaint Date	Closed Date
2025/00015	C-2025/9629	TEST415	ABC BANK	B	Life Insurance Companies	Financial Institutions' Practice/Policies	Electronic Transactions & Payments	Closed - settlement reached without MI	2/28/2025 8:03:28 AM	2/18/2025 4:00:00 PM
2024/00340	C-2024/9468	TEST001	ABC BANK	B	Life Insurance Companies		Consumer / Personal Finance	Mediation	8/6/2024 3:26:04 AM	
2025/00219	C-2025/9809	TEST415	ABC BANK	B	Life Insurance Companies	Fraud/Scam (authorised)	Investments	Case Processing	11/10/2025 8:04:22 AM	
2024/00053	C-2024/9130	TESTACCOUNT888	TESTACCOUNT135	A	All Banks	Financial Institutions' Practice/Policies	Investments	Closed - Concluded without settlement	2/21/2024 1:59:01 AM	3/10/2024 4:00:00 PM
2024/00061	C-2024/9143	TESTACCOUNT888	TESTACCOUNT135	A	All Banks		Electronic Transactions & Payments	Adjudication	2/28/2024 8:02:57 AM	
2024/00061	C-2024/9144	TESTACCOUNT888	TESTACCOUNT135	A	All Banks		Consumer / Personal Finance	Adjudication	2/28/2024 8:02:57 AM	
2024/00040	C-2024/9117	TESTACCOUNT888	TESTACCOUNT135	A	All Banks	Fraud/Scam (authorised)	Investments	Closed - award accepted	1/30/2024 4:09:40 AM	1/30/2024 4:00:00 PM

2

After clicking on the **Download Data** button, a preview page will be displayed, allowing you to review the data.

3

Next, click on the **Download** button to download the data in CSV format.

4

After the download is completed, please check the Downloads folder on your computer. The CSV file, named **List**, will be available in the folder.

The downloaded data file contains the following information:

Column Name	Definition
Case Number	Case Number is a unique reference number assigned to each complaint case filed by the complainant.
Claim ID	Claim ID is a unique reference number assigned to each claim added to the complaint case. Note: Some cases have more than one (1) claims in dispute and the claim ID differentiates each claim.
Complainant	The party who filed a complaint against a financial institution with FIDReC.
Financial Institution	Financial services providers licensed by the Monetary Authority of Singapore (MAS) that are subscribers of FIDReC.
Category	The category of financial institution the complaint is against. The categories (A, B, C, D, E and F) are based on MAS classification.
Sub-category	The type of financial institution under each category. The sub-categories are based on MAS classification. Example: Category A includes banks, finance companies and credit bureaus.
Nature of Claim	The main issue type of the complaint as determined by FIDReC based on the information and documents provided.
Type of Account/ Policy/ Product	The broad product group the complaint relates to. Example: Consumer/Personal Finance, Life Insurance, General Insurance, Investments and Electronic Transactions & Payments
Status Reason	The current or final status of a claim which reflects the stage of handling or the outcome of the claim. Please refer to the next two (2) slides for a detailed explanation of each Status Reason.
Complaint Date	The date on which the complaint was accepted by FIDReC for handling.
Closed Date	The date on which the complaint was formally closed by FIDReC.

Please refer to the table below on the **outcomes of closed claims** and its corresponding description.

Outcomes	Status Reason	What happens at this stage?
Mediation without Settlement	Closed – concluded without settlement	The case has been accepted for handling at FIDReC and mediation may or may not have taken place. The case is closed as the complainant decided to discontinue the case at FIDReC.
Mediation with Settlement	Closed – settled without mediation	The complainant and the financial institution reached a resolution before the mediation process begins.
	Closed – settlement reached without MI (Mediator’s Indication)	The complainant and the financial institution resolved the matter without going through the Mediator’s Indication.
	Closed – settlement reached with MI (Mediator’s Indication)	The complainant and the financial institution went through the Mediator’s Indication and managed to resolved the matter.
Adjudication with Award	Closed – award accepted	The complainant brings the claim to adjudication. The Grounds of Decision has been released to the parties where there is an award made to the complainant and the complainant accepts the award made.
	Closed – award rejected	The complainant brings the claim to adjudication. The Grounds of Decision has been released to the parties where there is an award made to the complainant and the complainant did not accept the award made.
Adjudication without Award	Closed – no award	The complainant brings the claim to adjudication. The Grounds of Decision has been released to the parties where there is no award made to the complainant.

Note: The data covers claims closed in the past three (3) full calendar years plus the current year, based on the Closed Date.

Please refer to the table below on the **status reason of active claims** and its corresponding description:

Status Reason of Active Claims	What happens at this stage?
Case Processing	The case has been accepted for handling at FIDReC and a case manager will be assigned to handle the case. The case manager will review the case and request the investigation report from the financial institution.
Mediation	A process where a neutral person facilitates discussions and guides parties to resolve their dispute. The mediator does not make any binding decision on the merits of the case.
Adjudication	A process where an adjudicator decides on a claim based on the facts and merits.



Thank you!