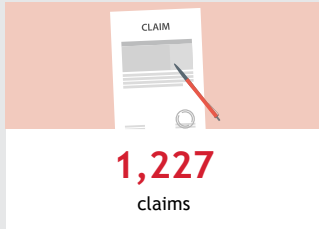
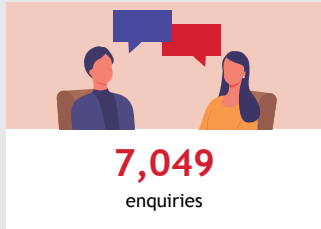
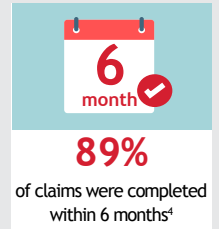
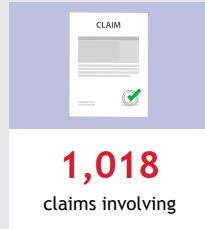


2019/2020 at a Glance

FIDReC Received

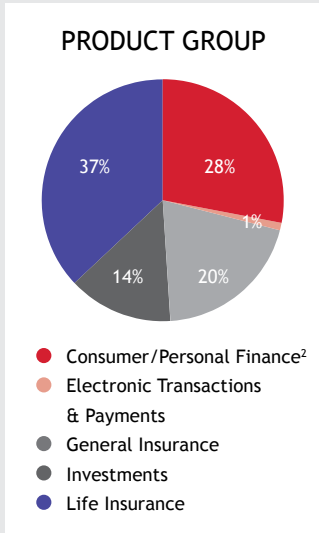
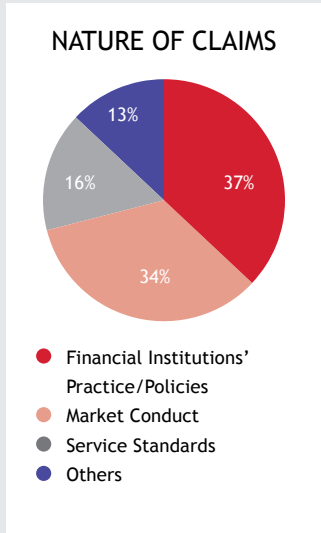


FIDReC completed



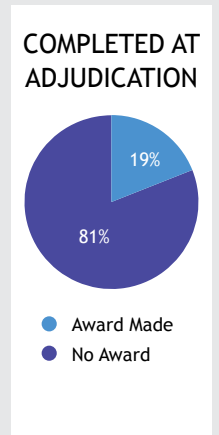
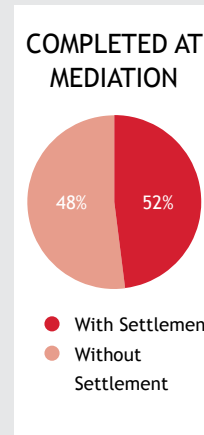
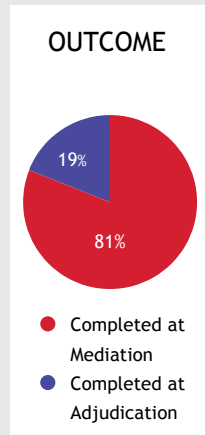
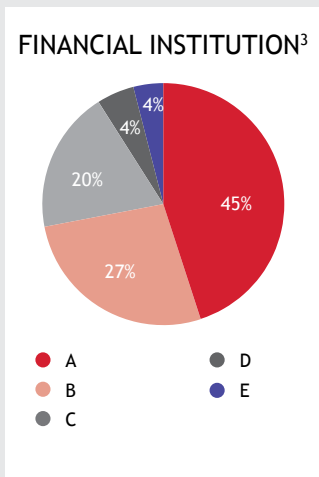
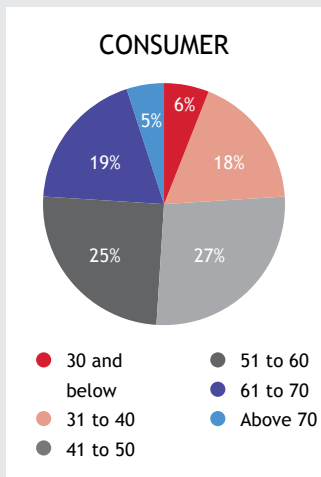
This was a significant increase from the previous year where FIDReC received 6,175 enquiries and 1,037 claims.

The profiles of the claims handled were as follows:



81% of all claims were completed at mediation. Of these, 52% had consumers accepting an offer from a financial institution and 48% had consumers deciding not to pursue their case further.

Of the 19% of claims completed at adjudication, 19% had an award in favour of the consumer and 81% had no award.



¹ See page 18 for a detailed explanation

² Consumer/ Personal Finance includes disputes such as Credit Cards / Charge Cards, Housing / Renovation Loans, Personal Loans / Lines of Credit or Savings Account / Fixed Deposits / Current Account disputes

³ The categories of financial institutions are as follows: (A) Banks and Finance Companies; (B) Life and Composite Insurers; (C) General and Composite Insurers; (D) Capital Markets Services Licensees; and (E) Licensed Financial Advisers and Insurance Intermediaries

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.