
Statistics



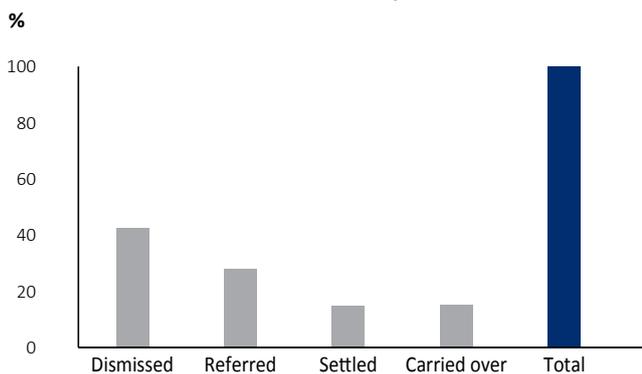
Statistics



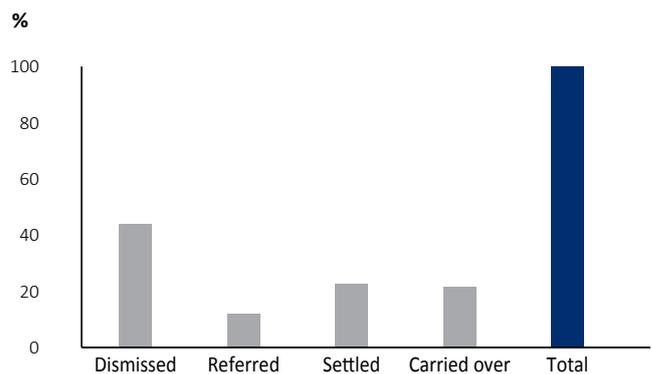
New cases resolved - all complaints received		No.	Percentage
Dismissed		3 745	42,39%
Referred		2 467	27,92%
Settled		1 290	14,60%
Carried over		1 333	15,09%
Total		8 835	100,00%

New cases resolved - within our mandate		No.	Percentage
Dismissed		2 525	43,91%
Referred		692	12,03%
Settled		1 290	22,43%
Carried over		1 243	21,62%
Total		5 750	100,00%

New cases resolved - all complaints received



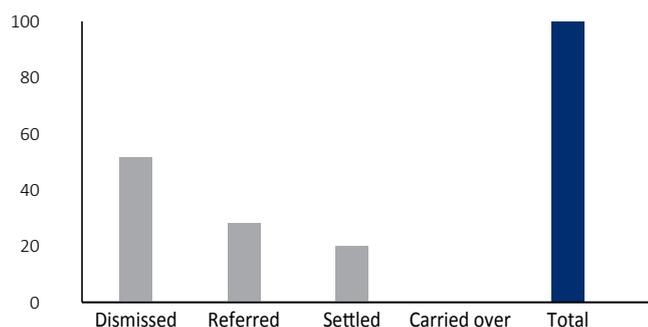
New cases resolved - within our mandate



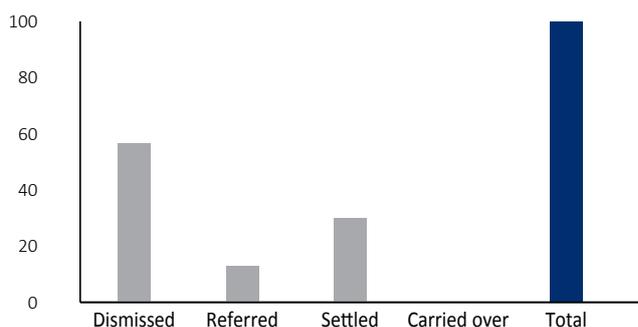
All cases resolved - all complaints received	No.	Percentage
Dismissed	4 790	51,77%
Referred	2 599	28,09%
Settled	1 850	20,00%
Determined	13	0,14%
Total	9 252	100,00%

All cases resolved - within our mandate	No.	Percentage
Dismissed	3 503	56,76%
Referred	806	13,06%
Settled	1 850	29,97%
Determined	13	0,21%
Total	6 172	100,00%

New cases resolved - all complaints received
%

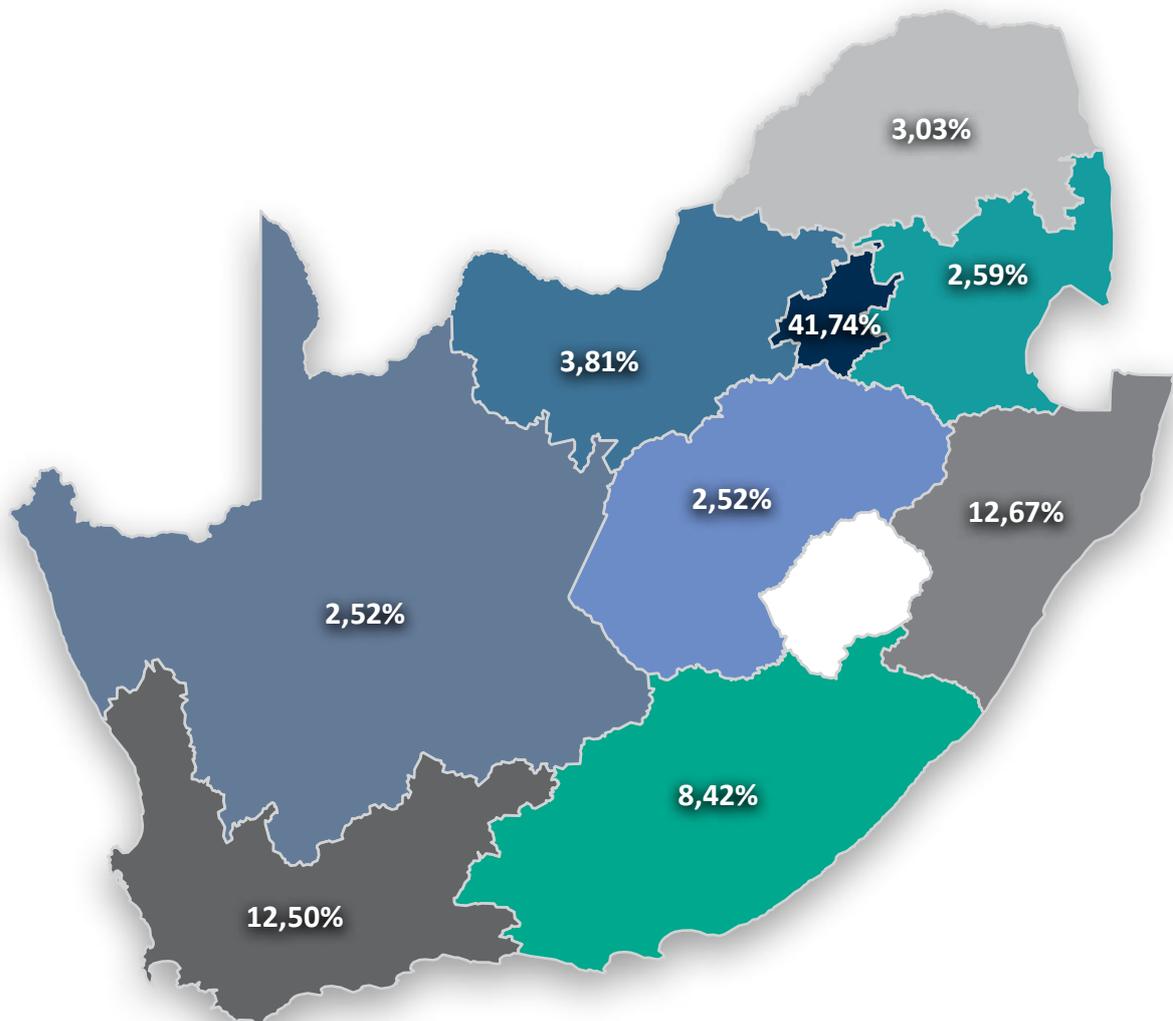


All cases resolved - within our mandate
%



Product	No.	Percentage
Long term insurance	2 630	29,77%
Short term insurance	2 449	27,72%
Investment	1 377	15,59%
Retirement	499	5,65%
Medical Aid/Assurance	168	1,90%
Forex	84	0,95%
Non FAIS	1 628	18,43%
Total	8 835	100,00%

Province	No.	Percentage
Eastern Cape	744	8,42%
Free State	419	4,74%
Gauteng	3 688	41,74%
Kwa-Zulu Natal	1 119	12,67%
Limpopo	268	3,03%
Mpumalanga	229	2,59%
North West	337	3,81%
Northern Cape	223	2,52%
Western Cape	1 104	12,50%
International	85	0,96%
Not provided	619	7,01%
Total	8 835	100,00%



Referred to other Fora	No.	Percentage
Other Fora	423	17,15%
Financial Services Providers	1 044	42,32%
Financial Services Board	48	1,95%
Ombudsman for Short Term Insurance	300	12,16%
Ombudsman for Long Term Insurance	72	2,92%
JSE Ombud	9	0,36%
Ombudsman for Banking Services	116	4,70%
National Credit Regulator	382	15,48%
Motor Industry Ombud	12	0,49%
Council for Medical Schemes	33	1,34%
Credit Information Ombud	28	1,13%
Total	2 467	100,00%

Referred to other Fora	No.	Percentage
No. of Days - Inclusive of Weekends	7 502	34,41 (55.69)
No. of Days - Excluding Weekends	7 502	24,58 (39.78)
Total	7 502	24,58

Complaints Resolved within 3, 6 and 9 Months	No.
Percentage Complaints Resolved within 3 Months	81,76%
Percentage Complaints Resolved within 6 Months	91,18%
Percentage Complaints Resolved within 9 Months	96,25%



Complaints Referred to the Tribunal	No.
Total number referred	159
Right of appeal granted	6
Referred back to this Office	6
Application dismissed	132
Awaiting decision	15
Total	95.65%

Settlement Value - Product	No.	Percentage	Value
Long-term insurance	882	47,34%	R17 869 100
Short-term insurance	496	26,62%	R10 262 722
Investment	261	14,01%	R23 036 363
Retirement	103	5,53%	R5 589 531
Medical Aid/Assurance	33	1,77%	R258 637
Forex	7	0,38%	R46 180
Non FAIS	81	4,35%	R201 240
Total	1 863	100,00%	R57 263 773

Settlement Value - Product

