

Complaints relating to Insurance Intermediaries

Types of Complaints	2000	1999	1998
Forgery	65	79	43
Mishandling of premium	82	75	68
Misrepresentation	80	61	39
Misconduct	89	35	34
Bankruptcy	45	0	0
Others	98	32	24
Total	459	282	208

Complaints relating to Insurance Intermediaries

Cases closed in 2000

a. Cases with disciplinary action taken

Reprimand/warning	13
Termination/suspension	35
Subtotal	48

b. Cases without disciplinary action taken

Not a prima facie case	48
Complainant failed to respond or complaints withdrawn	58
Acquittal/no further action	180
Subtotal	286

Total	334
-------	-----