

06 January 2020

Submission of Complaints related data by Insurance Undertakings

Reference is made to the 'Complaints Reported by Insurance Undertaking document', as provided for in para 12.5.9 of Chapter 12 of the Conduct of Business Rules of the Insurance Rules ('Rule') which is submitted by the Insurance Undertakings to the Insurance and Pensions Supervision Function on an annual basis

The Authority would like to draw the attention of the insurance undertakings to the fact that with immediate effect, the said document is to be sent via email to financialpromotion@mfsa.mt, instead of ipsu@mfsa.mt.

May we remind you that the upcoming submission captures complaints data collated during the period from January 1st through to December 31st of 2019 and the relevant document is to be submitted to the Authority in word format within two months from the end of the calendar year.

Furthermore, please be advised that the Authority shall in the coming weeks be consulting with the relevant stakeholders on the introduction of the Conduct-Related Data Return (herein 'Return') applicable to the Insurance Sector. The purpose of this Return is to collect conduct related data and one of the surveys shall be on Complaints. In that regard, once such Return is rolled out, the submission of the 'complaints reported by the insurance undertaking document' will be phased out.

Contacts

Should you have any queries, please do not hesitate to contact us on financialpromotion@mfsa.mt.