

26 May 2020

Submission of the Conduct-Related Data Return for Insurance Undertakings

Reference is made to the Circular issued by the Authority on the 6 January 2020 regarding the [“Submission of the Complaints related data by Insurance Undertakings”](#) and the [“Consultation Document regarding Conduct-Related Data Return for Insurance Undertakings”](#) which was issued on 18 March 2020.

Following the feedback received from the relevant stakeholders, the Authority is hereby publishing the final version of the Conduct-Related Data Return (‘Return’) to be submitted by Insurance Undertakings.

This time round, Insurance Undertakings are required to submit two Returns; one Return focusing specifically on the complaints received during 2019 (full year). Whilst the second Return covers the first six months of 2020 i.e 1 January – 30 June 2020.

The Return covering H1 2020 includes Surveys on:

- Complaints
- Office of the Arbiter for Financial Services
- Insurance Policies Sales Data
- Passporting
- COVID-19 Specific

The Return covering the first six months of 2020 is the one which was issued for consultation earlier on this year, however a new survey covering specifically COVID -19 issues has been added accordingly. The Authority will in the coming months determine whether further information needs to be collected from the industry regarding COVID -19 issues or otherwise remove such survey for the next submission.

Insurance undertakings are urged to refer to the Guidelines document available on the MFSA website when compiling the Return for any clarifications they may need in respect of the information to be included in the applicable Survey. The Returns together with the Guidelines and Glossary can be found on the MFSA website and can be accessible [via this link](#).

The submission of both Returns shall be made through the LH Portal through the “Conduct Related Data Insurance” project. A step-by-step procedure for the submission of the Returns is included in the Guidelines document. Kindly note that the information on the Cover Sheet of the Return is to be confirmed by either the Director or the Compliance Officer of the entity. The Return can be uploaded by those individuals having access to the “Conduct Related Data Insurance” project on the LH Portal. In the past few weeks, the individual being granted access to the LH portal and the Conduct related data return project should have received an email confirming the activation of the LH portal account

for the submission of the Return. In case the entity did not receive any communication on this matter, an email can be sent on financialpromotion@mfsa.mt.

Insurance undertakings are required to submit both Returns by the 10 July 2020.

Contacts

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