

22 December 2020

## Submission of the Conduct-Related Data Return for Insurance Undertakings covering H2 2020

The purpose of this Circular is to inform the industry about the next deadline for the submission of the Conduct-Related Data Return ('Return') for Insurance Undertakings.

This time round, Insurance Undertakings are required to submit the Return covering the second half of 2020, i.e. 1 July – 31 December 2020.

The Return covering H2 2020 includes Surveys on:

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

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 the Return covering H2 2020 shall be made through the LH Portal through the "Conduct Related Data Insurance" project. A step-by-step procedure for the submission of the Return 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. Should you encounter any difficulties in accessing the relevant project on the LH Portal, you may send an email to [financialpromotion@mfsa.mt](mailto:financialpromotion@mfsa.mt).

Insurance undertakings are required to submit the Return by the 2 April 2021.

### Contacts

Should you have any queries, please do not hesitate to contact us on [financialpromotion@mfsa.mt](mailto:financialpromotion@mfsa.mt).