

MFSA

MALTA FINANCIAL SERVICES AUTHORITY

Note for Information

Amendments to Annex – “*Complaints Reported by Insurance Undertakings*”, to Chapter 12 of the Insurance Rules

The MFSA is amending the Templates set out in the Annex to Chapter 12 on Conduct of Business Rules, in Part B of the Insurance Rules issued under the Insurance Business Act (Cap 403), to reflect the new requirements published by the European Insurance and Occupational Pensions Authority (EIOPA).

As a result of these new requirements, Appendix I in the said Annex requires insurance undertakings to provide a breakdown of complaints by territory in addition to complaints by complaints cause and by type of insurance product. Appendix II in the said Annex, which was entitled “*Variations in Complaints relating to insurance undertakings*”, is being replaced with a new Appendix entitled “*Appendix II – Qualitative Data*”. The new changes found in the Templates in Appendix II seek to simplify the existing templates in order to enhance the reporting provided by Insurance Undertakings.

Insurance Undertakings are reminded that the updated templates are to be submitted to the Authority by the **28th February 2017**. Moreover, the amendments of the Annex to Chapter 12 shall come into force on the **12th January 2017**.

Any queries are to be addressed to the Insurance and Pensions Supervision Unit by email on ipsu@mfsa.com.mt

**Communications Unit
Malta Financial Services Authority**

12th January 2017