

Outcome of Claims for Travel Insurance Complaints

<b>Outcome of Claims</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
<b>Claims awarded</b>			
<b>Total</b>	<b>19</b>	<b>29</b>	<b>15</b>
<b>Amount (HK\$)</b>	<b>(227,500)</b>	<b>(527,100)</b>	<b>(198,100)</b>
<b>Claims not awarded</b>			
<b>Reasons</b>			
- Excluded items	7	2	3
- Breach of policy conditions	0	2	0
- Upheld insurer's decision	7	8	10
- Complaints withdrawn	2	3	6
- No prima facie evidence	43	38	36
- No response from complainant	0	1	0
- Others (e.g. negligence of policy holder, necessary information not provided)	1	2	0
<b>Total</b>	<b>60</b>	<b>56</b>	<b>55</b>
<b>Number of cases not related to claims issues</b>	<b>5</b>	<b>3</b>	<b>5</b>
<b>Total number of cases</b>	<b>84</b>	<b>88</b>	<b>75</b>