

Stockbroking disputes 2016-17

Stockbroking disputes 2016-17	Issue Count*	Dispute Count	%
Number of disputes received		131	
Number of disputes accepted		94	
Number of disputes closed (Incl. Registration disputes)		132	
Top 3 products for the disputes accepted			
Shares	67		64%
Mixed Asset Fund/s	8		1%
Options	5		0%
Top 3 issue types for the disputes accepted			
Advice	23		22%
Service	20		19%
FSP Decision	18		17%
Top 3 issues for the disputes accepted			
Inappropriate advice	15		14%
Technical Problems	11		10%
Misleading product/service information	9		9%
Outcomes for closed disputes (Incl. Registration disputes)			
Resolved by FSP		44	33%
Outside Terms of Reference		30	23%
Negotiation		14	11%
Discontinued		11	8%
Preliminary View in Favour of FSP		9	7%
Decision in Favour of Applicant		8	6%
Decision in Favour of FSP		7	5%
Conciliation		4	3%
Assessment		4	3%
Preliminary View in Favour of Applicant		1	1%
Grand Total		132	

*Note: The total number of disputes accepted by product/issue is greater than the number of disputes accepted by dispute count. This is due to some disputes involving multiple products/issues.