

1 April 2011

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TO : ORDINARY MEMBERS, IUTA & CUTA

ATTN. : CHIEF EXECUTIVE OFFICER/AUTHORISED  
REPRESENTATIVE

**REPORT ON COMPLAINTS RECEIVED BY THE UNIT TRUST INDUSTRY  
- Requirement for Submission of Quarterly Reports on Complaints Received by  
Ordinary Members, IUTA and CUTA to the Securities Commission ("SC")**

Since the coming into effect of the abovementioned requirement in 2009, we have noted several weaknesses with regard to compliance by Ordinary Members, IUTA and CUTA with the same.

Ordinary Members, IUTA and CUTA are, therefore, reminded of the following:

- (1) The purpose of the exercise is to identify the level and trend of complaints received by the unit trust industry. Hence, the information provided, particularly in respect of the nature of the complaint and action(s) taken, must be as comprehensive as possible;
- (2) A report on complaints received by Ordinary Members, IUTA and CUTA respectively must be submitted to SC **quarterly, within the first two (2) weeks of the month immediately following the relevant quarter** (i.e. on or before the 15<sup>th</sup>). It is imperative that Ordinary Members, IUTA and CUTA observe this continuing obligation. If no complaint is received for the relevant quarter, the reporting requirement must still be observed, whereby the report to SC shall indicate that no complaint has been received by the Ordinary Member, IUTA or CUTA;
- (2) The report must be in MS-Excel format and follow the template provided by SC (as enclosed herewith). A softcopy of the template may be obtained from FIMM by sending a request to [legalcomp@fimm.com.my](mailto:legalcomp@fimm.com.my), should you need the same;
- (3) Submission of the report is to be made by sending the hardcopy of the report to:

**General Manager  
Investment Management Supervision  
Market Supervision Division  
Securities Commission Malaysia  
No. 3, Persiaran Bukit Kiara  
Bukit Kiara  
50490 Kuala Lumpur**

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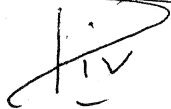
and sending the softcopy of the report to [ims@seccom.com.my](mailto:ims@seccom.com.my) and [legalcomp@fimm.com.my](mailto:legalcomp@fimm.com.my);

- (4) In relation to group companies which have more than one entity registered with FIMM, the complaints must be tabulated in separate reports (one report per entity). These reports can be submitted collectively.

In order to ensure observance of the above mentioned requirements, the name of any non-compliant Ordinary Member, IUTA or CUTA will be submitted to the Compliance and Disciplinary Council for notification and FIMM reserves the right to take the appropriate action(s) against such Ordinary Member, IUTA or CUTA.

Please be advised.

Yours faithfully,  
Federation of Investment Managers Malaysia



**HAFIZAH ABDUL GHANI**  
General Manager, Regulatory Services

c.c. Ms. Jas Bir Kaur  
General Manager and Head, Investment Management Supervision Department,  
Market Supervision  
Securities Commission Malaysia

REPORT ON COMPLAINTS RECEIVED BY

(FOR PERIOD BETWEEN )

No.	Complainant(s)	Reference Number	Origination Point	Date Complaint Received	Complaint Against	Nature of Complaint	Action(s) Taken	Remarks
1.	Mr. A	UTMC/ Company's name/1; or IUTAV Company's name/15; or CUTA/ Company's name/35	UTC	01/08/09	Unit Trust Consultant ("UTC") - Mr. B from Company C.	1. The fund's prospectus was not provided; or/and 2. UTC assured that the fund will/can generate minimum 20% dividends/returns per annum. However, this proved to be untrue based on dividends received.	(i) FIMM Show cause letter was sent to UTC on 01/09/09; or/and (ii) Company C Sent reprimand letter to UTC on 29/08/09.	This complaint is still outstanding, as it is pending response from UTC.