

1 October 2009

**CIRCULAR :** LSRA/AL/LSH-nh/029-09  
(TOTAL NO. OF PAGE(S): 3 )

**TO :** ORDINARY MEMBERS & REGISTERED PERSONS

**ATTN. :** CHIEF EXECUTIVE OFFICER/AUTHORISED  
REPRESENTATIVE

## COMPILATION OF COMPLAINTS FOR THE SECURITIES COMMISSION ("SC")

As part of their ongoing information gathering exercise, SC is requesting that all unit trust management companies, institutional unit trust advisers and corporate unit trust advisers provide a report on complaints received from investors and the general public in the manner specified in their letter dated 24 September 2009 enclosed herewith and the template annexed thereto.

Your attention is particularly brought to the deadlines given by SC for submission of the report, being 15 October 2009 for the report on year-to-date complaints up to end of September 2009 and within the first two (2) weeks of the end of the respective quarter thereafter.

We would appreciate it if you could extend a copy of the report to us for our record.

Thank you.

Yours faithfully,  
Federation of Investment Managers Malaysia

  
**LEE SIEW HOONG**  
Executive Director

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SD/IMS/GEN/Corr (12)-09/SI

24 September 2009

Y.M. Tunku Dato' Ya'acob Tunku Tan Sri Abdullah  
President  
Federation of Investment Managers Malaysia  
19-07-3, 7th Floor PNB Damansara  
No. 19, Lorong Dungun  
50490 Kuala Lumpur

Y.M. Tunku Dato'

### **Compilation of Complaints Received From Investors and General Public**

As part of the Securities Commission ("SC") ongoing information gathering exercise, we would like to seek the Federation of Investment Managers Malaysia's ("FIMM") assistance in obtaining from its members, Institutional Unit Trust Advisers ("IUTA") and Corporate Unit Trust Advisers ("CUTA"), details relating to complaints received from investors and general public. This matter was discussed at a meeting held on 16th September 2009 between SC and FIMM Council members.

To streamline the compilation and to track the level and trend of complaints, it would be appreciated if the compilation could be carried out on a quarterly basis. The collection would commence with year-to-date complaints up to end September 2009. Subsequent to that, the submissions will only be for the relevant quarter. It is expected that the submissions of the complaints should be made within the first 2 weeks of the end of the quarter.

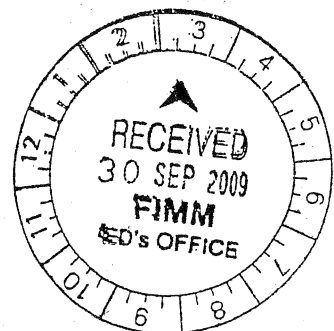
If there are any further enquiries on the above matter, please do not hesitate to contact me.

Thank you.

Yours sincerely,  
**SECURITIES COMMISSION**

*Jasbir Kaur*

**JAS BIR KAUR**  
General Manager  
Investment Management Supervision  
Market Supervision Division



**COMPLAINTS TEMPLATE**

Name of company: \_\_\_\_\_

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

**Notes:-**

- (i) "Reference number" must be based on the following naming convention:-
  - a. [Company type/Name of Company/Number]
  - b. Company type refers to UTMC, IUTA or CUTA
- (ii) "Origination point" refers to where the complaint was first lodged i.e. with SC/UTMC/IUTA/CUTA.
- (iii) "Date complaint received" should be recorded as the date when the complaint was received by the origination point.
- (iv) "Action(s) taken" may include action(s) taken by more than one entity (i.e. FIMM and UTMC/IUTA/CUTA). The report is to be submitted in both hardcopy and softcopy form (Ms-Excel format).
- (v) (a) The hardcopy of the report is to be addressed to:  
General Manager  
Investment Management Supervision  
Market Supervision Division  
No. 3 Persiaran Bukit Kiara,  
Bukit Kiara,  
50490 Kuala Lumpur

(b) The softcopy of the report is to be e-mailed to [ims@seccom.com.my](mailto:ims@seccom.com.my)