



**SECURITIES INDUSTRY DISPUTE RESOLUTION CENTER:  
We Help Make It Right**

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*Bursa MarketPlace Fair  
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# Agenda

- **Who is SIDREC?**
- How Does SIDREC Help You?
- Claims & Dispute Resolution Process
- Lessons Learnt from Cases

# Who is SIDREC?



**Established under the Capital  
Market & Services (Dispute  
Resolution) Regulations  
2010**

## **SIDREC**

An independent body  
**approved by the  
Securities Commission**, to  
resolve monetary disputes  
between investors and  
capital market  
intermediaries [SIDREC's  
Members]

# Fills Gap in Dispute Resolution Avenues.....



**COURTS**

Formal,  
procedure-  
based,  
Adversarial &  
Public



**ARBITRATION**

Must be  
contractually  
agreed  
beforehand,  
Costly

## Tribunals & Other Alternative Dispute Resolution Bodies



Banking and  
Insurance  
sectors



Caters to disputes involving  
capital market products  
and services

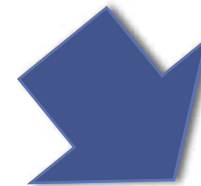
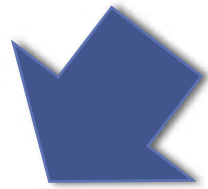


Consumer tribunal  
excludes capital  
market disputes

# How Capital Market Complaints are Handled

Investor complains against:

**LICENSED INTERMEDIARIES**  
**[SIDREC's Members]**



**BREACHES OF LAWS, RULES  
OR MISCONDUCT**



**MONETARY CLAIMS**



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# Advantages of SIDREC



**Free of Charge**



**One Stop Centre for capital market products & services**



**Team with capital market experience**



**Confidential**



**Independent**

**BINDING  
ON  
MEMBERS**

**Finality**

# Scope of Claims

Claimant	Maximum Claim	Types of Claim
<ul style="list-style-type: none"> <li>▪ Individual</li> <li>▪ Sole proprietor</li> </ul>	<ul style="list-style-type: none"> <li>▪ RM250,000 per claim</li> </ul>	<p>Dealing or transaction relating to <b>capital market services or products [shares, derivatives, unit trusts, private retirement scheme]</b> involving a Member.</p>

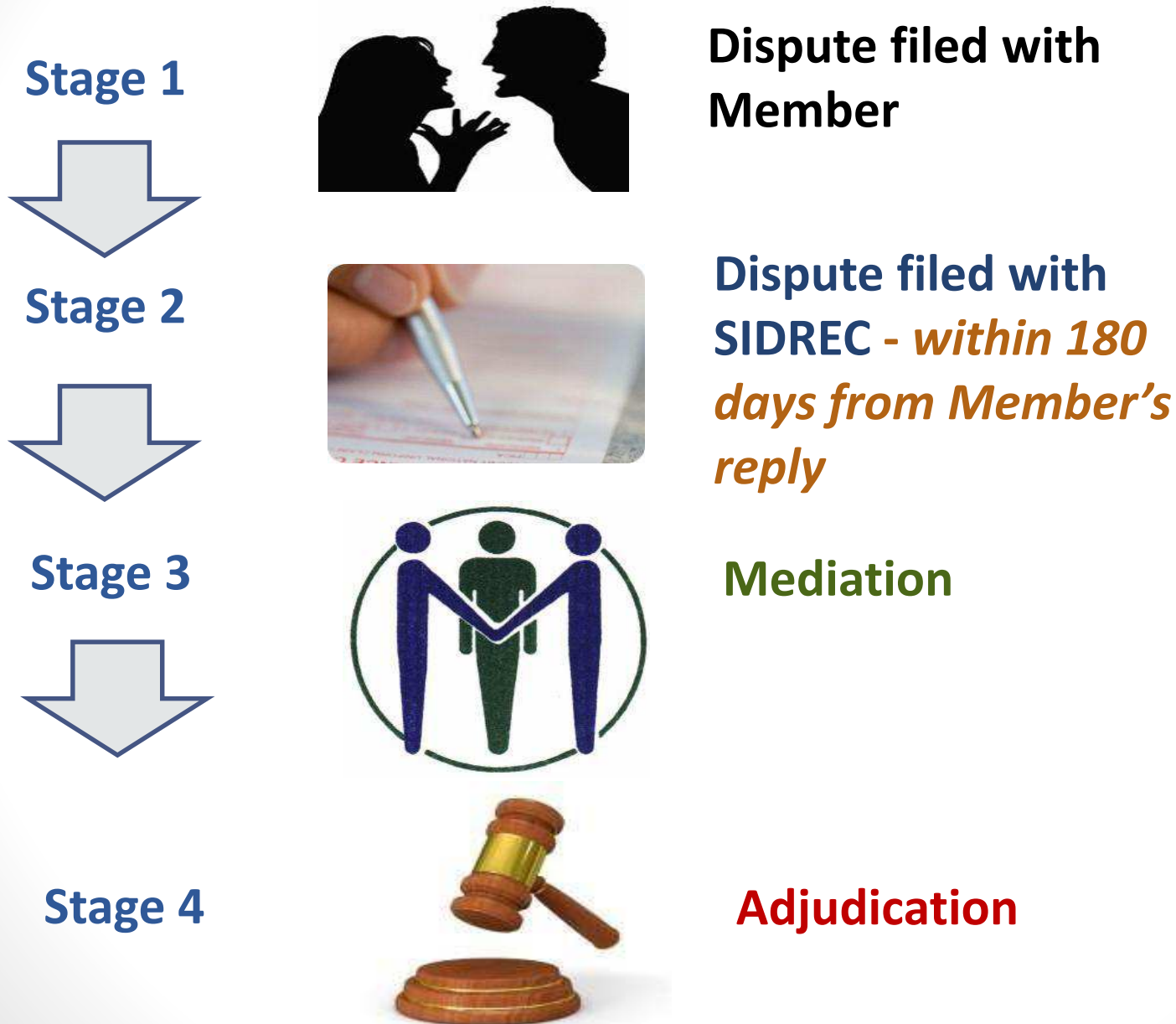
**REFER TO OUR TERMS OF REFERENCE FOR DETAILS**



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# Dispute Resolution Process



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# Lessons Learnt



- Confidential info such as passwords for online trading account should not be shared with anyone
- Check if Brokers/UTMCs/Remisiers/DRs/FBRs/UTCs are registered/licensed
- Don't give cash to Remisiers/DRs/FBRs/UTCs
- Write cheques in Broker/UTMC's name – back of cheque write own name and contact number
- Put important instruction/understanding in writing

# Lessons Learnt



- Insist on a payment receipt and check the statement for any transactions effected– e.g. contract note [for share]/daily statement [for derivative] /statement of transaction [for unit trust]
- Complain to Broker/Unit Trust Management Company as soon as you have a concern
- Understand the product and exercise informed judgment – i.e. do your homework
- Know your investment/trade procedures
- Be proactive & be accountable of own transactions

# Keep Calm and Call SIDREC



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## THANK YOU