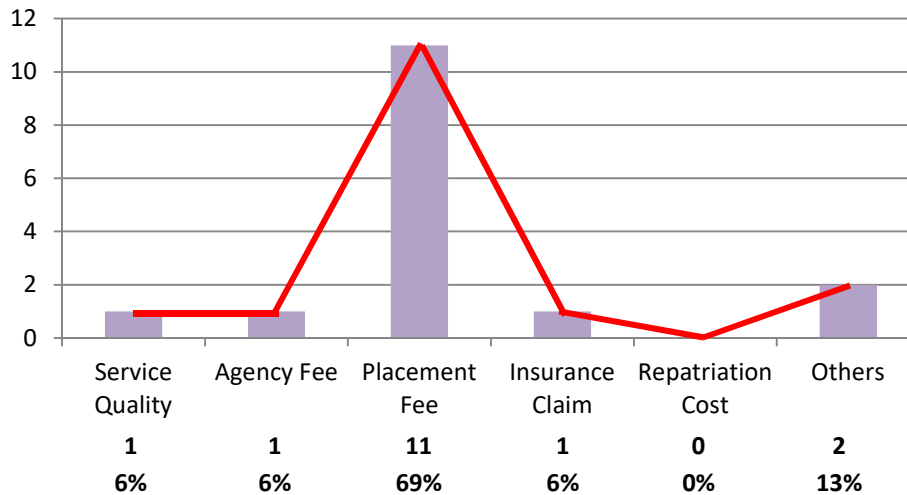
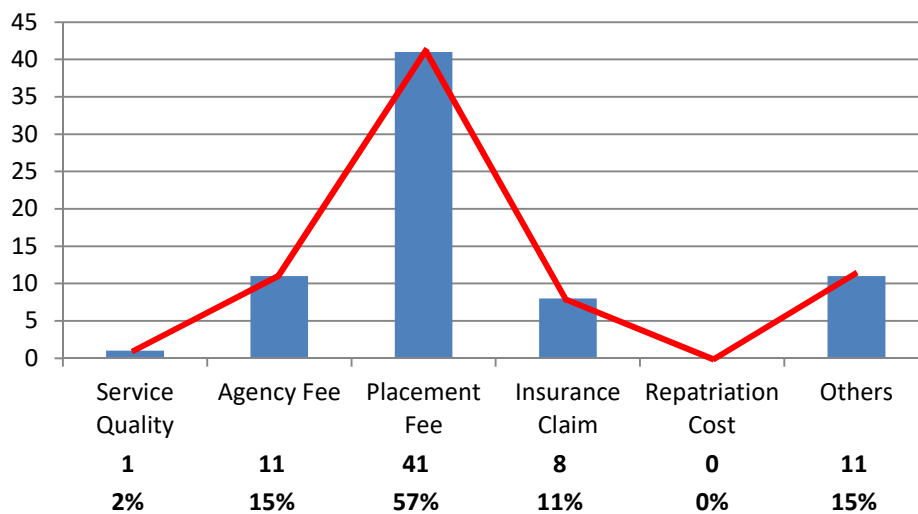


The chart below shows the number and type of complaints in 2016 referred to AEA(S) Mediation Centre. The number increased slightly from preceding 2 years. However, placement fees complaints as a percentage remain high. This seems to be consistent with cases directly reported to MOM. Members are advised to be careful with this issue and improve on it.

2016 Complaints



2014-2016 Complaints



Nature (Category) of Complaints							
Month	Service Quality	Agency Fee	Placement Fee	Insurance Claim	Repatriation Cost	Others	TOTAL CASES
2014							
Total	0	1	18	1	0	3	23
Percentage	0%	4%	79%	4%	0%	13%	100%
2015							
Total	0	9	12	6	0	6	33
Percentage	0%	27%	37%	18%	0%	18%	100%
2016							
Total	1	1	11	1	0	2	16
Percentage	6%	6%	69%	6%	0%	13%	100%
3 Year							
TOTAL	1	11	41	8	0	11	72
Percentage	2%	15%	57%	11%	0%	15%	100%