

The Securities Industry Dispute Resolution Center (SIDREC) is established to resolve monetary disputes between investors and capital market intermediaries registered as its members, such as stockbrokers, futures brokers, unit trust management companies, and fund managers.

Approved under the *Capital Markets and Services (Dispute Resolution) Regulations 2010*, SIDREC is an independent body corporate that is an alternative to existing dispute resolution bodies.

Functions of SIDREC

- To provide an alternative dispute resolution avenue for investors in relation to claims involving capital markets services and products against capital market intermediaries.
- To promote, encourage, and facilitate the satisfactory resolution, mediation or withdrawal of such complaints, disputes, and claims.
- To collaborate with the regulators of the capital markets on all matters relating to or affecting the resolution of complaints, disputes and claims.

Advantages of SIDREC

- Being a “specialised” body resolving capital market disputes with expert knowledge and experience, it handles claims in a fast and efficient manner.
- Accessible and convenient – A one stop centre offering free services for the settlement of claims in relation to capital markets products and services.

Excluded disputes

- Disputes within the scope of the Compensation Fund or Fidelity Fund.
- Commercial decisions e.g. product pricing, fees, and charges, credit or margin application.
- Product or investment performance (except non-disclosure or misrepresentation).
- Cases that have been decided or pending in court/ arbitration unless matters are stayed for referral to SIDREC.
- Matters under investigation by the Securities Commission Malaysia (SC) or any other enforcement authority.
- Disputes that are time-barred in accordance with the *Limitation Act 1953*.

How to file a claim with SIDREC?

If an investor has an unresolved claim with a capital market intermediary, he or she may file a claim with SIDREC, either in person or via fax, post or e-mail.

An investor must file the claim within 180 days upon receiving the final decision from the capital market intermediary concerned.

How are the claims resolved?

The merits of a claim will be investigated by a mediator who will thereafter attempt to mediate the dispute between the investor and the capital market intermediary. Mediation involves both disputing parties voluntarily coming to an agreement to settle the dispute.

Where a mediation effort fails, the matter will proceed to adjudication. The decision of the mediator is final and binding on the capital market intermediary, but not on the investor. If the investor is not happy with the decision, he or she is free to reject the decision and pursue the claim through other avenues.

FAQs

1. Will I be eligible to bring a claim to SIDREC?

If you are an individual or a sole proprietor who is a client of a member of SIDREC, you are eligible to bring your claim to SIDREC.

2. Is there any limit to the amount of claim that I may bring to SIDREC?

Yes, all claims must be monetary in nature and is subjected to a limit of RM100,000 per claim.

3. Can I refer my claim directly to SIDREC without trying to resolve the claim with the capital market intermediary first?

No. SIDREC only deals with claims that have been initially lodged with the capital market intermediary concerned. You must first try to resolve the matter with your capital market intermediary. When the matter is not resolved to your satisfaction, or if the intermediary has not given a final reply in regard to the claim within 90 days of receiving it, you may bring your claim to SIDREC.

4. How much will it cost?

The service provided by SIDREC is presently free of charge to claimants.

5. How long will it take for SIDREC to resolve my claim?

SIDREC seeks to resolve all claims as expeditiously as possible, within 90 days of receiving complete documentation and information on the dispute. However, this timeframe may be extended depending on the complexity of each case.

6. Who can I appeal to if I, as an investor, am unhappy with SIDREC's decision?

There is no appeal process as such. However, you may pursue your claim through other dispute resolution avenues, such as the civil courts.

7. What if the capital market intermediary does not honour the settlement or award?

As they are members of SIDREC, such intermediaries would be in breach of SIDREC's rules, which may have implications on their membership in SIDREC and licence with the SC. In addition you would be able to enforce the settlement agreement in court.

Contact us

You may submit your claims to us via:

- EMAIL: info@sidrec.com.my
- POST:
Securities Industry Dispute Resolution Center
Unit A-9-1, Level 9, Tower A
Menara UOA Bangsar
No. 5 Jalan Bangsar Utama 1
59000 Kuala Lumpur
MALAYSIA
- FAX: +603 2282 3855

or

IN PERSON at the above address during the following times:

Monday to Thursday
9.00 a.m. – 1.00 p.m.
2.00 p.m. – 5.00 p.m.

Friday
9.00 a.m. – 12.30 p.m.
2.30 p.m. – 5.00 p.m.

(Closed on public holidays)

You may call us at +603 2282 2280 if you have any enquiries.

Visit our website at www.sidrec.com.my



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