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Motor Insurance Policies (Road Accident disputes)

Financial Institutions and Members of the Public are informed that the Office of Ombudsperson for Financial Services is unable to entertain complaints regarding road accidents covered by motor insurance policies, pending possible amendments to existing legislation.

The Office of Ombudsperson for Financial Services has already communicated proposals for amendments to relevant legislation to the Ministry of Financial Services and Good Governance on 18 November 2022.

Investigations in respect of existing complaints relating to motor insurance policies (road accident disputes) cannot be pursued by the Office of Ombudsperson for Financial Services.

Members of the Public are advised to refer their cases to the Motor Vehicle Arbitration Committee in cases of road accident disputes.

Office of Ombudsperson for Financial Services

Friday, 13 January 2023