

RESERVE BANK OF FIJI



COMPLAINTS MANAGEMENT UPDATE REPORT

A. Number of Complaints

Table 1: Status of Complaints Received in Quarters 2-4 2010 and Quarter 1, 2011

Industry Type	2011			2010				
	QTR, 1			QTR, 4			3 rd	2 nd
	Received	Closed	Investigation	Received	Closed	Investigation	Investigation	Investigation
Banking & CIs	12	7	5	16	14	2	1	1
Insurance	6	5	1	5	3	2	0	0
Capital Markets	2	2	0	1	0	1	0	0
Superannuation	1	1	0	0	0	0	0	0
NBFI	1	1	0	0	0	0	0	0
Foreign Ex.	1	0	1	0	0	0	0	0
Total	23	16	7	22	17	5	1	1

B. Nature of Complaints

- As given in Table 2 below, the number of complaints received by the Reserve Bank of Fiji [RBF] against the banking industry were mainly on loans and mortgage contract, interest rates and fees/charges.

Table 2: Banking Industry's Complaints Received as at 31 March, 2011

Nature of Complaint	2011
1. Loan and Mortgage Contract	6
2. Interest Rates and Fees/Charges	1
3. Fraud	2
4. Others	3
Total	12

- The number of complaints received by the RBF against the insurance industry were mainly on motor vehicle/property insurance claims and premium payment as given in Table 3.

Table 3: Insurance Industry's Complaints Received as at 31 March, 2011

Nature of Complaint	2011
1. Insurance Claims/premiums	4
2. Insurance Agents	1
3. Others	1
Total	6

- For the capital markets participant and non-bank financial institutions, the number of complaints received by the RBF related to share pricing/dividend and loan/mortgage contract.
- The number of complaints received against the remaining industries is summarised in Table 4.

Table 4: Other Industries' Complaints Received as at 31 March, 2011

Nature of Complaint	
Capital Markets	2011
1. Share Pricing & Dividend	2
NBFI	
1. Loan and Mortgage Contract	1
Foreign Exchange Dealers	
1. Staff	1
Superannuation	
Nominee/ Beneficiaries of pension member	1
Total	5

C. Meetings with Complainants

- There were 16 meetings held as at 31 March, 2011. These meetings were aimed at resolving complaints raised by the complainants.

15 April 2011

Financial Systems Development & Compliance Group

Reserve Bank of Fiji