

RESERVE BANK OF FIJI



COMPLAINTS MANAGEMENT UPDATE REPORT

A. Number of Complaints

Table 1: Status of Complaints Received in Quarters 1-3, 2011

Industry Type	2011						
	QTR 3			QTR 2		QTR 1	
	Received	Closed	Investigation	Received	Closed	Received	Closed
Banking & CIs	15	11	4	7	7	12	12
Insurance	8	4	4	6	6	6	6
Capital Markets	1	0	1	0	0	2	2
Superannuation	0	0	0	0	0	1	1
NBFI	1	1	0	1	1	1	1
Foreign Ex.	0	0	0	0	0	1	1
Total	25	17	8	14	14	23	23

B. Nature of Complaints

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

Table 2: Banking Industry's Complaints Received as at 30 September, 2011

Nature of Complaint	2011
1. Loan and Mortgage Contract	4
2. Interest Rates and Fees/Charges	3
3. Customer Service	2
4. Others	6
Total	15

- The number of complaints received by the RBF against the insurance industry was mainly on termination of insurance policy and insurance agent as given in Table 3.

Table 3: Insurance Industry's Complaints Received as at 30 September, 2011

Nature of Complaint	2011
1. Termination of Policy	2
2. New Accounts	1
3. Maturity Payment	1
4. Declined Claim	1
5. Others	3
Total	8

- For the capital markets participant the number of complaints received by the RBF related to non payment of dividend.
- The number of complaints received against the remaining industries is summarised in Table 4.

Table 4: Other Industries' Complaints Received as at 30 September, 2011

Nature of Complaint	
Capital Markets Participant	2011
1. Dividend payout	1
Total	1

C. Meetings with Complainants

- There were 11 meetings held as at 31 August, 2011 and held 2 meetings with insurance companies and 1 meeting with Banks and CIs. These meetings were aimed at addressing concerns raised by the complainants.

1 October 2011

Financial Systems Development & Compliance Group
Reserve Bank of Fiji