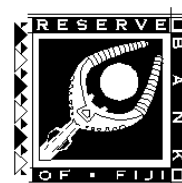


RESERVE BANK OF FIJI



COMPLAINTS MANAGEMENT UPDATE REPORT

A. Number of Complaints

Table 1: Status of Complaints Received in Quarter 1-4, 2011

Industry Type	2011							
	QTR 4		QTR 3		QTR 2		QTR 1	
	Received	Investigation	Received	Investigation	Received	Investigation	Received	Investigation
Banking & CIs	6	1	15	3	7	7	12	12
Insurance	4	0	8	2	6	6	6	6
Capital Markets	0	0	1	0	0	0	2	2
FNPF	0	0	0	0	0	0	1	1
NBFI	0	0	1	0	1	1	1	1
Foreign Ex.			0	0	0	0	1	1
Total	10	1	25	5	14	14	23	23

B. Nature of Complaints

The number of complaints received by the RBF on the banking industry for Quarter 4 was mainly on interest rates and fees/charges and fraud and forgery (Table 2).

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

Nature of Complaint	2011
	QTR 4
Lending & Mortgagee sale	1
Credit Cards	0
Interest Rates & Fees/Charges	3
Fraud and Forgery	2
Others	0
Total	6

The complaints received by the RBF against the insurance industry were mainly on insurance claims (Table 3).

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

Nature of Complaint	2011
	QTR 4
Fees & charges	0
Insurance agents	0
Insurance claims	3
Others	1
Total	4

C. Consultative Meetings

During the quarter the RBF held ten (10) meetings with complainants. These meetings were aimed at addressing concerns raised by the complainants.

In Quarter 4, RBF held six (6) meeting with financial institutions. These meetings were on issues raised by complainants and the ways to solve them.

Financial Systems Development & Compliance Group
Reserve Bank of Fiji
 2 January 2011