

RESERVE BANK OF FIJI



COMPLAINTS MANAGEMENT UPDATE QUARTER 1, 2013

A. Number of Complaints

Table 1: Status of Complaints Received in Quarter 1, 2013 and Quarters 4 to 2, 2012

Industry Type	2013		2012					
	Qtr 1		Qtr 4		Qtr 3		Qtr 2	
	received	investigation	received	investigation	received	investigation	received	investigation
Banking & CI's	15	10	3	1	13	3	10	0
Insurance	5	5	0	0	4	0	9	1
FNPF	0	0	0	0	1	0	0	0
NBFI	0	0	0	0	1	0	5	0
Total	20	15	3	1	19	3	24	1

Out of the 15 complaints reported as “under investigation” for the first quarter, 8 complaints are being internally assessed by the RBF, 3 complaints are with complainants, while 4 complaints are with the financial institutions

Similarly, for Quarter 4 of 2012, 1 complaint is currently being assessed by the RBF. For quarter 3, 3 complaints are currently being assessed by the financial institutions and for quarter 2, 2 complaints are being internally assessed by the RBF.

B. Nature of Complaints

The nature of complaints received by the RBF on the banking industry was mainly on lending, mortgagee sale, interest rates, and fees/charges (Table 2).

Table 2: Banking Industry's Complaints Received as at 31 March, 2013

Nature of Complaint	2013	2012		
	QTR 1	QTR 4	QTR 3	QTR 2
Lending & Mortgagee sale	4	0	4	4
Credit Cards	3	0	1	0
Interest Rates & Fees/Charges	4	1	2	1
Fraud and Forgery	2	1	5	3
Others	2	1	1	2
Total	15	3	13	10

The complaints received by the RBF against the insurance industry were mainly on declinature of insurance claims by the insurers due to non-disclosure of material information. (Table 3)

Table 3: Insurance Industry's Complaints Received as at 31 March, 2013

Nature of Complaint	2013	2012		
	QTR 1	QTR 4	QTR 3	QTR 2
Fees & charges	0	0	0	1
Insurance agents	0	0	1	2
Insurance claims	3	0	2	5
Others	2	0	0	1
Total	5	0	3	9

C. Consultative Meetings

During the quarter the RBF held 14 meetings with complainants. These meetings were convened to address concerns raised by the complainants.

In the quarter, RBF held 6 meetings with financial institutions. These meetings were on issues raised by complainants and on ways to resolve them.

D. Complaints Management Forum

The first Complaints Management Forum for the year was held on 25th March 2013. There were two presentations made which were the Complaints Management Quarter 4, 2012 Update and Internet fraud with Commercial Banks.

E. Others

World Consumer Rights Day – 15 March 2013

The RBF was invited for a presentation and as a panelist on the topic “is there a need for Independent Financial Commission?” Chief Manage FSDC represented the RBF.

**Financial Systems Development &
Compliance Group
Reserve Bank of Fiji
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