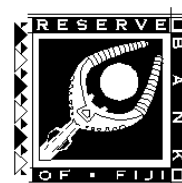


RESERVE BANK OF FIJI



COMPLAINTS MANAGEMENT UPDATE REPORT

A. Number of Complaints

Table 1: Status of Complaints Received in Quarter 1-3, 2012¹

Industry Type	2012							
	QTR, 3			QTR, 2			QTR, 1	
	Received	Closed	Investigation	Received	Closed	Investigation	Received	Investigation
Banking & CIs	13	2	11	10	8	2	14	1
Insurance	3	1	2	9	5	4	2	1
FNPF	1	0	1	0	0	0	0	0
NBFI	1	0	1	5	4	1	1	
Total	18	3	15	24	17	7	17	2

B. Nature of Complaints

The number of complaints received by the RBF on the banking industry was mainly on lending and mortgage sale, fraud- especially on unauthorized withdrawal of cash, fees and charges (Table 2).

Table 2: Banking Industry's Complaints Received as at 25 October, 2012

Nature of Complaint	2012		
	QTR 3	QTR 2	QTR 1
Lending & Mortgagee sale	4	4	3
Credit Cards	1	0	1
Interest Rates & Fees/Charges	2	1	5
Fraud and Forgery	5	3	4
Others	1	2	1
Total	13	10	14

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

Table 3: Insurance Industry's Complaints Received as at 25 October, 2012

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

For the non-bank financial institutions, the complaint was on lending's interest rates charge.

For FNPF, the complaint was on delay in following court order for payment of death benefit.

C. Consultative Meetings

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

In Quarter 3, RBF held four meeting with financial institutions. These meetings were on issues raised by complainants and the ways to solve them.

Financial Systems Development & Compliance Group
25 October 2012

¹ Details of the complaints received is attached