

RESERVE BANK OF FIJI



COMPLAINTS MANAGEMENT UPDATE REPORT March Quarter 2015

A. Background

In January 2010, the Reserve Bank of Fiji (RBF) issued a Supervision Policy on Complaints Management to the Licensed Financial Institutions (LFIs)¹.

The Policy requires LFIs to implement a Complaints Management Framework that will effectively and efficiently resolve complaints by customers of LFIs. The Policy also enables customers who are dissatisfied with the outcome of their complaints with the LFIs to refer their complaint to the RBF for mediation and resolution.

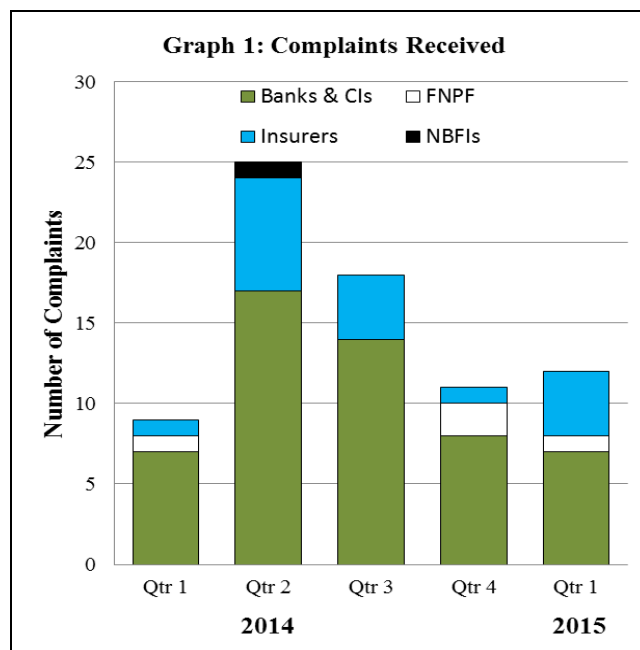
The purpose of this report is to provide an update on the complaints referred to the RBF in quarter 1, 2015. The complaints data provided in this report excludes the complaints received and resolved by the LFIs.

B. Highlights

In the first quarter of 2015, 12 complaints were referred to the RBF for mediation and resolution.

This was a marginal increase from the 11 complaints received in the December 2014 quarter and also an increase when compared with the complaints received in the same quarter of 2014.

The majority of complaints received were related to the banking and insurance sector (Graph 1).



Source: Reserve Bank of Fiji

C. Complaints Analysis

In the review quarter, five complaints remained unresolved. Of this, one complaint is currently being assessed by RBF while the remaining four have been forwarded to LFIs for clarification (Table 1).

Table 1: Status of Complaints Received in Quarter 1, 2014 - Quarter 1, 2015

Industry Type	2015		2014							
	Qtr		Qtr		Qtr		Qtr		Qtr	
	1		4		3		2		1	
	R	P	R	P	R	P	R	P	R	P
Banking & CIs	7	1	8	2	14	0	17	0	7	0
Insurance	4	4	1	1	3	1	7	0	1	0
FNNP	1	0	2	0	0	0	0	0	1	0
NBFI	0	0	0	0	0	0	1	0	0	0
Total	12	5	11	3	17	1	25	0	9	0
Resolved	7		8		16		25		9	

Source: Reserve Bank of Fiji

R – Complaints Received P – Pending Complaints

¹ Commercial Banks, Credit Institutions, Capital Market Participants, Insurance Companies or brokers, FNNP and Foreign Exchange Dealers

Complaints under investigation and resolved

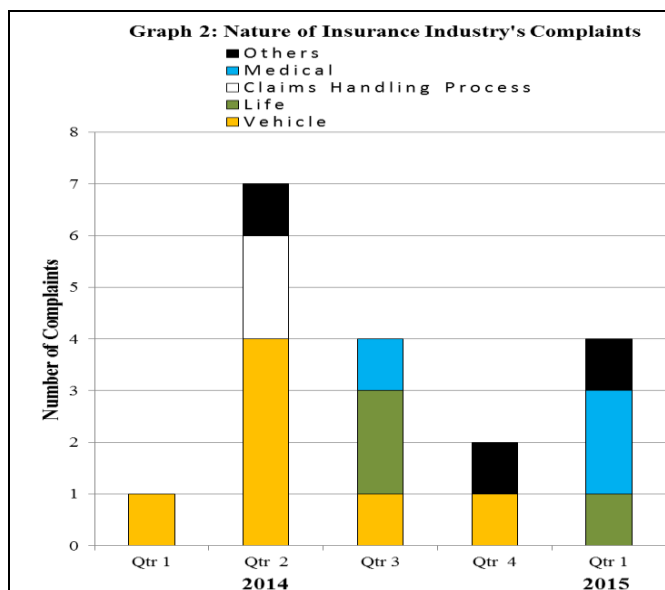
For the complaints received in the December 2014 quarter, three remained unresolved. Of these, two complaints have been forwarded to LFI for clarification and one is being assessed by RBF. For the third quarter 2014, one complaint is still open as the complainant had a medical condition and could not be contacted but he has contacted RBF and wants to continue with the complaint. RBF had mediation on the complaint with all parties and is awaiting the complainant to respond on the offer made to him by the LFI.

For the March 2015 quarter, 58 percent of the complaints have since been resolved.

Resolutions to these complaints included accounts restructure, bringing the complainant and LFI together to better understand their positions, information on interest rate charged, copy of insurance policy provided to policy holder and mortgage sale.

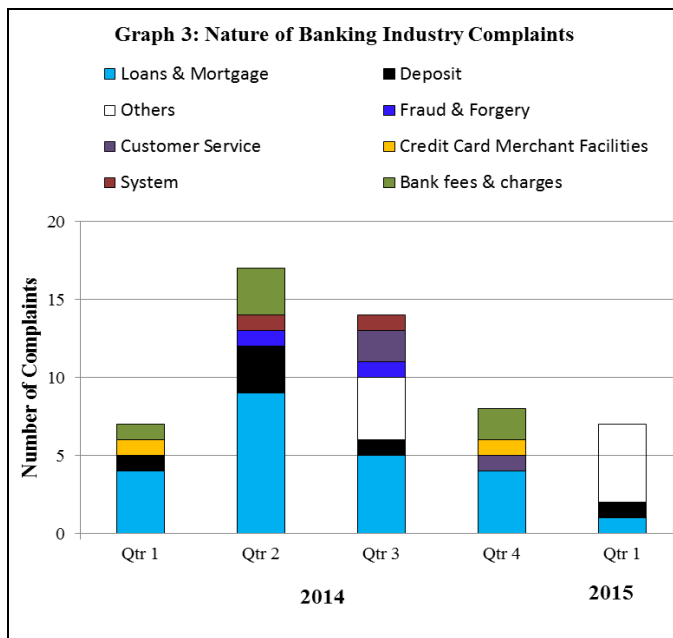
D. Types of Complaints Received

The complaints received by the RBF against the insurance industry were on medical claims, property insurance and life insurance policy payout (Graph 2).



Source: Reserve Bank of Fiji

The nature of complaints received by the RBF on the banking industry were mainly on lending, mortgage and deposits (Graph 3).



Source: Reserve Bank of Fiji

E. Consultative Meetings

During the quarter, RBF held nine meetings with complainants to address their complaints.

In addition, the RBF held five meetings with financial institutions. These meetings were on mediation and clarification on issues raised by complainants.

Reserve Bank of Fiji May 2015