

RESERVE BANK OF FIJI



COMPLAINTS MANAGEMENT UPDATE REPORT

A. Number of Complaints

Table 1: Status of Complaints Received in Quarter 2, 2010 and Quarters 1 and 2, 2011

Industry Type	2011						2010
	QTR, 2			QTR, 1			2 nd
	Received	Closed	Investigation	Received	Closed	Investigation	Investigation
Banking & CIs	8	5	3	12	10	2	1
Insurance	6	3	3	6	6	0	0
Capital Markets	0	0	0	2	2	0	0
Superannuation	0	0	0	1	1	0	0
NBFIs	1	1	0	1	1	0	0
Foreign Ex.	0	0	0	1	1	0	0
Total	15	9	6	23	21	2	1

- For 2011, the RBF received a total of 38 complaints of which 30 are closed and 8 are still pending under investigation. While 1 complaint is still pending under investigation from 2010.

B. Nature of Complaints

- As given in Table 2 below, the number of complaints received by the RBF against the banking industry were mainly on loans and mortgage contract, interest rates and fees/charges.

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

Nature of Complaint	2011
1. Loan and Mortgage Contract	11
2. Interest Rates and Fees/Charges	1
3. Fraud	3
4. Others	5
Total	20

- The number of complaints received by the RBF against the insurance industry were mainly on motor vehicle/property insurance claims and premium payment as given in Table 3.

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

Nature of Complaint	2011
1. Insurance Claims/premiums	7
2. Insurance Agents	3
3. Others	2
Total	12

- For the capital markets participant and non-bank financial institutions, the number of complaints received by the RBF related to the share pricing/dividend and loan/mortgage contract.
- The number of complaints received against the remaining industries is summarised in Table 4.

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

Nature of Complaint	
Capital Markets	2011
1. Share Pricing & Dividend	2
NBFI's	
1. Loan and Mortgage Contract	2
Foreign Exchange Dealers	
1. Staff	1
Superannuation	
Nominee/ Beneficiaries of pension member	1
Total	6

C. Meetings

- There were 30 meetings held as at 30 June, 2011, this includes meeting with a credit institutions. These meetings were aimed at resolving complaints raised by the complainants.
- The Complaints Management Forum held its meeting on 4 April, 2011.

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Financial Systems Development & Compliance Group
Reserve Bank of Fiji