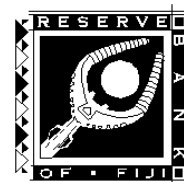


RESERVE BANK OF FIJI

“Leading Fiji to Economic Success”



A. Number of Complaints

Table 1: Status of Complaints Received in Quarters 4 2011 and Quarter 1-2, 2012

Industry Type	2012						2011	
	QTR 2			QTR 1			QTR 4	
	Received	Closed	Investigation	Received	Closed	Investigation	Received	Investigation
Banking & CIs	10	6	4	14	12	2	6	1
Insurance	9	3	6	2	1	1	4	0
Capital Markets	0	0	0	0	0	0	0	0
FNPF	0	0	0	0	0	0	0	0
NBFI	5	0	5	1	1	0	0	0
Total	24	9	15	17	14	3	10	1

B. Nature of Complaints

The number of complaints received by the RBF on the banking industry was mainly on lending and mortgage sale, money laundering activity/ fraud, fees and charges (Table 2).

Table 2: Banking Industry’s Complaints Received as at 29 June, 2012

Nature of Complaint	2012		2011
	QTR 2	QTR 1	QTR 4
Lending & Mortgage sale	4	3	1
Credit Cards	0	1	0
Interest Rates & Fees/Charges	1	5	4
Fraud and Forgery	3	4	2
Others	2	1	0
Total	10	14	7

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, insurance agents and fees and charges (Table 3).

Table 3: Insurance Industry’s Complaints Received as at 29 June, 2012

Nature of Complaint	2012		2011
	QTR 2	QTR 1	QTR 4
Fees & charges	1	0	0
Insurance agents	2	1	0
Insurance claims	5	1	3
Others	1	0	1
Total	9	2	4

For the non-bank financial institutions, the complaints were on interest rates charge and credit card surcharges.

C. Meetings Held

There were 20 meetings held as at 29 June, 2012. These meetings were aimed at addressing concerns raised by the complainants.

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