



COMPLAINTS MANAGEMENT UPDATE REPORT

A. Number of Complaints

Table 1: Status of Complaints Received in Quarter 1-3, 2013 and Quarter 4 2012

Industry Type	2013						2012	
	Qtr. 3		Qtr. 2		Qtr. 1		Qtr. 4	
	received	investigation	received	investigation	received	investigation	received	investigation
Banking & CI's	13	7	10	2	21	0	4	2
Insurance	1	0	2	2	5	0	0	0
FNPF	2	1	0	0	0	0	0	0
NBFI	1	0	1	0	0	0	0	0
Total	17	8	13	4	26	0	4	0
Resolved	9		9		26		4	

Source: RBF

Complaints Pending for 2013

As at September 2013, the total number of complaints received for Quarter 3 were 17 of which 9 were resolved within the quarter. The number of complaints that are under investigation or pending to be closed were 8.

Majority of these pending complaints are with the LFIs (7) and 1 is being assessed by RBF.

Complaints Pending for Other Quarters

Similarly, for Quarter 2 of 2013, 3 complaints are with the LFI's and 1 is under assessment with RBF. The complaints still under investigation concern insurance claims and unauthorised withdrawals.

For the 1st quarter of 2013, 3 complaints are still under investigation. The issues under investigation are the failure of financial institutions to honour loan contracts, dispute over the arrears amount and repossession of motor vehicle.

B. Nature of Complaints

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

Table 2: Banking Industry's Complaints Received as at 30 September, 2013

Nature of Complaint	2013			2012
	QTR 3	QTR 2	QTR 1	QTR 4
Lending & Mortgagee sale	5	4	8	0
Credit Cards	0	2	4	0
Interest Rates & Fees/Charges	4	0	4	2
Fraud and Forgery	2	1	3	1
Others	2	3	2	1
Total	13	10	21	4

Source: RBF

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

**Table 3: Insurance Industry's Complaints
Received as at 30 September, 2013**

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

C. Consultative Meetings

During the quarter the RBF held 12 meetings with complainants. These meetings were aimed at addressing concerns raised by the complainants.

In the quarter, the RBF held 10 meetings with financial institutions. These meetings were on issues raised by complainants and on ways to resolve them.

D. Complaints Management Forum

The second Complaints Management Forum was held on 17 July 2013.

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