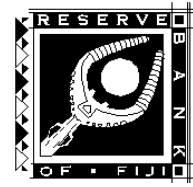


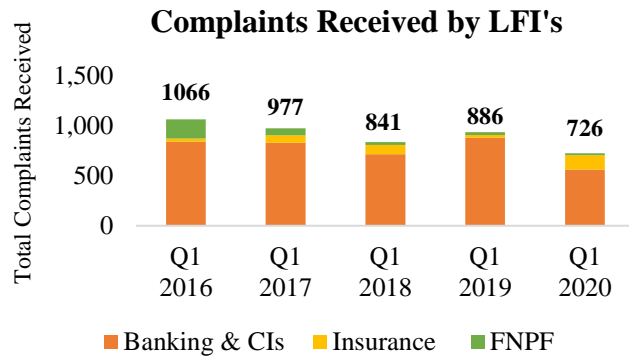
# RESERVE BANK OF FIJI

## Complaints Management Bulletin



### Key Highlights – Q1 2020

A total of 726 complaints were received by the various licensed financial institutions (LFIs) during the reporting quarter. This represented a decrease of 23.7 percent when compared to the last quarter and 18.1 percent decrease when compared to the same period last year. Of the total complaints received, 94.4 percent were resolved within the reporting period and only 5.6 percent have been carried forward to the next quarter.

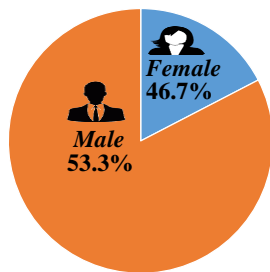


### Summary of Complaints over the Quarter

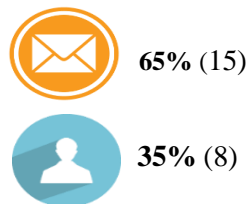


### Summary of Complaints Escalated to the RBF during the Quarter

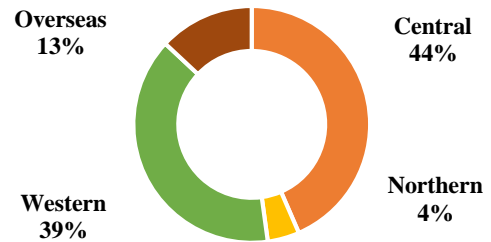
#### Gender



#### Mode of Communication



#### Location of Complaints



#### Age of Complainants



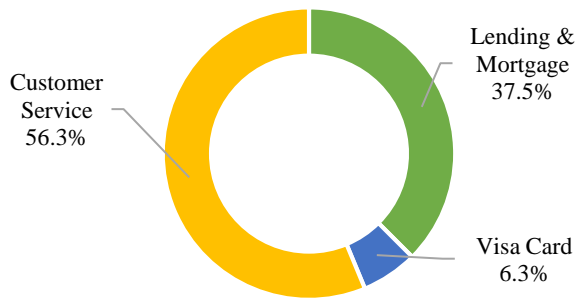
In the review quarter, 23 complaints were escalated to the RBF. This was an increase of 53.3 percent from the previous quarter and a decrease of 14.8 percent when compared to the same period in 2019.

The preferred mode of lodging complaints were via email at 65 percent followed by complaints lodged in person at 35 percent. The increase in emails were mainly from complainants living outside of the Central division and referrals from those who had been assisted in the past. As in previous quarters, majority of the complaints were made by individuals living in the urban areas of the Central and Western divisions and a smaller number from Fiji residents living overseas, whose complaints related to fees & charges and activities with their Fiji held accounts. Majority of the complaints to the RBF were lodged by males aged between 25-64 years

During the reporting period, 74 percent of complaints received were from professionals in the formal sector that did not fully understand the processes or details of the initial agreement.

# Types of Complaints

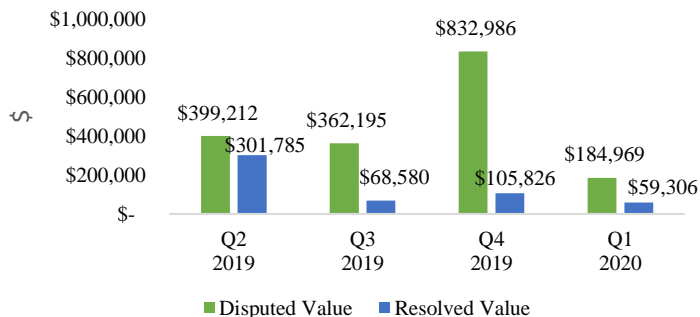
## BANKING & CREDIT INSTITUTIONS



All complaints received in the quarter related to lending and mortgages, customer service and visa card. Customer service complaints recorded the highest number of complaints at 56.3 percent. These complaints were mainly related to lack of assistance, incomplete information and miscommunication from the financial institutions. With regards to lending and mortgages, complaints related to refusal by the LFI to restructure a loan account. For instance, a customer had completely changed the nature of his business from what he had initially applied the loan for, and in another case a customer consistently defaulted on payments despite assistance from the LFI on numerous occasions to improve the loan account.

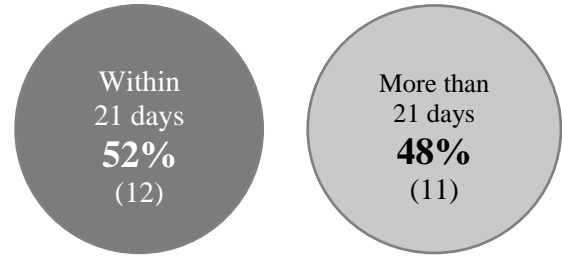
Majority of the complaints escalated to the RBF during the quarter related to customer service complaints.

### Value of Complaints



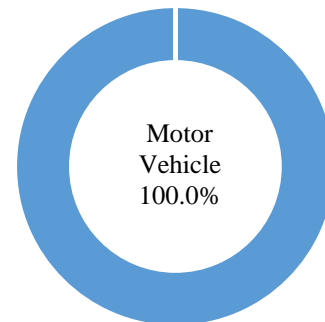
The total value of disputed complaints reported over the quarter was \$184,969. The combined value of all the resolved complaints was \$59,306. 56.5 percent of complaints do not have any monetary value as they relate to customer services and other banking services. However there are some complaints with monetary value attached that have been closed because the financial institution is not willing to change their stance in line with their internal policies and procedures. The RBF undertakes alternative dispute resolution methods through conciliation and mediation to ensure satisfactory resolution for both parties.

## Number of days taken to resolve a complaint



Outcome of Complaints	Resolved	In-Progress
Quarter 4, 2018	1	1
Quarter 1, 2019	-	1
Quarter 2, 2019	1	2
Quarter 3, 2019	2	3
Quarter 4, 2019	3	4
Quarter 1, 2020	14	9
<b>Total Complaints</b>	<b>21</b>	<b>20</b>

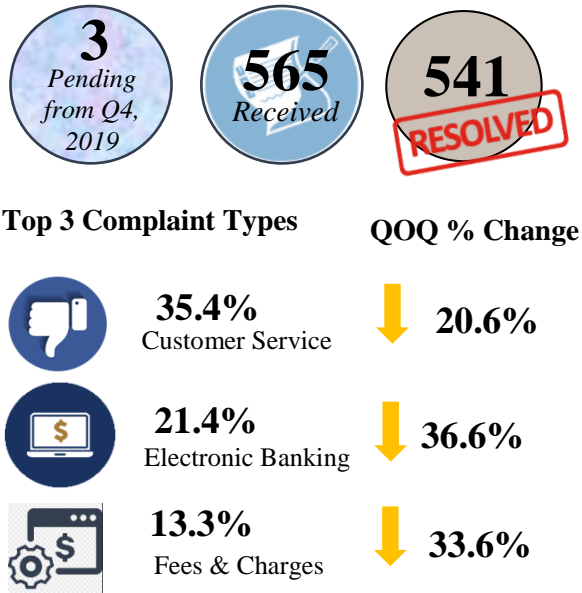
## INSURANCE



All the complaints received during the quarter related to motor vehicle insurance. Particulars of the complaints included motor vehicle claims declined by the insurance provider, delays and non-disclosures by the insurer in assessing and conveying claims decisions to complainants and complaints relating to the methods being practiced by the investigator hired by the insurer.

## Summary of Complaints received by Industry

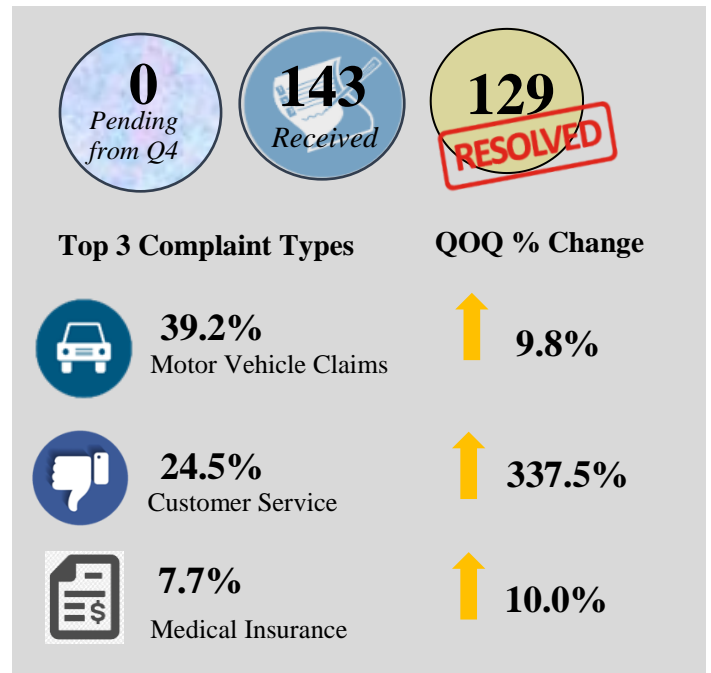
### BANK & CREDIT INSTITUTIONS



*(Refer Annexure Table 2)*

Total complaints made directly to banks & credit institutions decreased by 32.6 percent over the quarter from 838 to 565 complaints. A similar trend was noted on an annual basis where a decrease of 32.3 percent was recorded. The decrease in complaints was due to COVID 19 restrictions put in place by Government on public gatherings. Financial institutions adhered to the restrictions by limiting face to face interaction with customers. Most of the complaints received were customer service related and this made up for 35.4 percent of the complaints received. However this recorded a 20.6 percent decrease in complaints when compared to the previous quarter.

### INSURANCE



*(Refer Annexure Table 5)*

Total insurance related complaints increased by 40.2 percent over the quarter and by 495.8 percent annually from 24 to 143 complaints. Motor vehicle related complaints continued to register in the top three (3) types of complaints. These mainly relate to the claims handling process of insurers which recorded an increase of 9.8 percent during the quarter when compared to the previous quarter. Customer service related complaints recorded a substantial increase of 337.5 percent and these were mainly due to decline of claim process, lack of response, untimely claims process and discourteous staff. Complaints relating to medical insurance related to lack of understanding by consumers and shortage of key disclosures provided by the insurer.