

RESERVE BANK OF FIJI

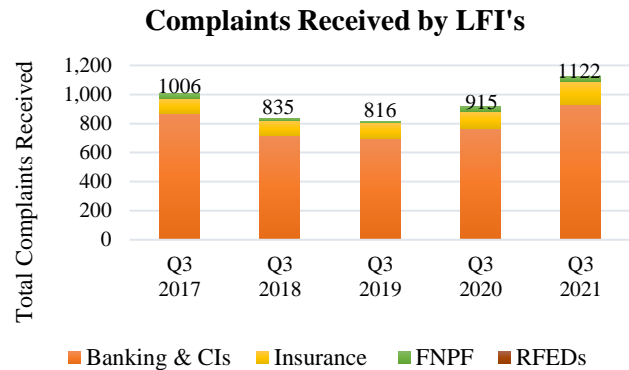


Complaints Management Bulletin

Key Highlights – Q3 2021

In the September 2021 quarter, 13 complaints were escalated to the RBF. This was a decrease of 18.8 percent from the previous quarter.

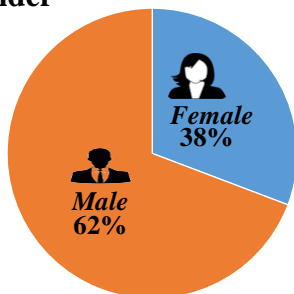
The LFIs received a total of 1,122 complaints during the reporting quarter which was a decrease of 0.1 percent when compared to the previous quarter but an increase of 22.6 percent compared to the same period in 2020. Out of this total, 98.3 percent were resolved within the reporting period and the remaining 1.7 percent carried forward to quarter 4.



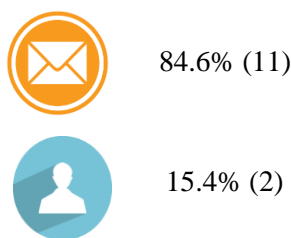
Summary - Complaints escalated to the RBF



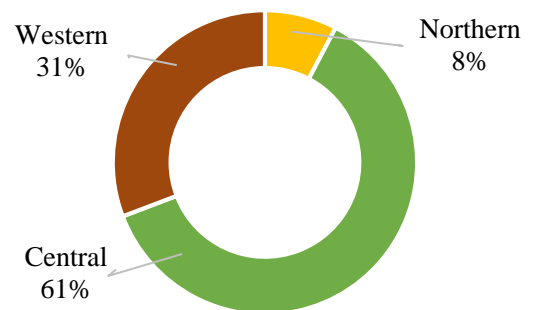
Gender



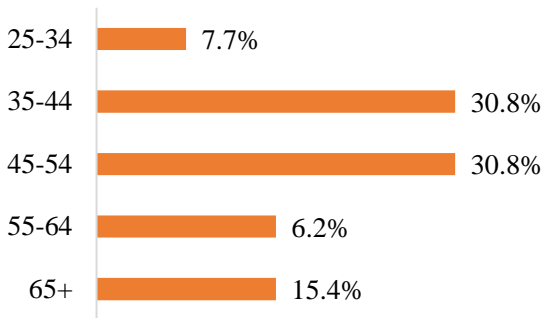
Mode of Communication



Location of Complaints



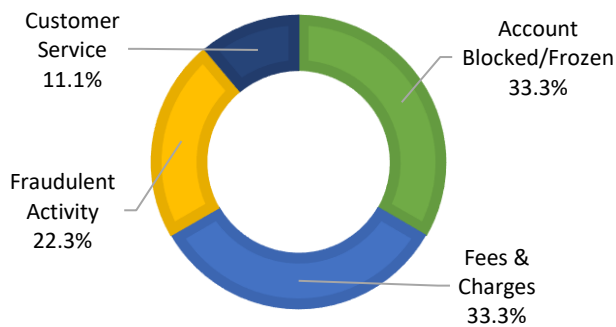
Age of Complainants



Majority of complaints received during the period were lodged via email, consistent with submission trends over the past two quarters given the social distancing protocols put in place by the RBF limiting face-to-face interactions with complainants. Majority of the complaints originated from the Central Division and related to accounts being put on hold and fees and charges applied to personal and loan accounts. The Bank found that some of the complaints received were due to a lack of assistance received by customers. The LFIs were urged to ensure that customers are provided with adequate information to ensure these issues are addressed at institutional level.

TYPES OF COMPLAINTS

Banking & Credit Industry

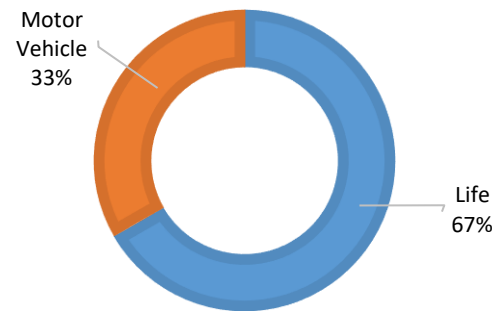


Of the total complaints escalated to the RBF during the quarter, 69.2 percent were bank-related and concerning accounts being blocked or put on hold, fraudulent activity, fees and charges on banking products and bank loan terms and customer service. Upon investigation, the RBF determined that a number of these complaints could have been resolved at institution level as they were mainly escalated due to unsatisfactory customer service by frontline staff.

During the review period, The RBF also received a complaint relating to an ATM not dispensing funds on withdrawal while the account balance was reduced by the withdrawn amount. This matter has been resolved and the complainant has been reimbursed the amount that was deducted. The RBF also received a complaint relating to fraudulent online transfer of funds which is currently under investigation with the financial institution.

The RBF also received a complaint in relation to double charging of fees for withdrawals using the mobile money platform. Whilst the platform allows a daily withdrawal limit of \$2,000, each transfer is limited to \$1,000 only. Customers therefore must execute two separate transactions and pay fees on each transaction. The matter has been raised with the Institution.

Insurance



The RBF received three insurance-related complaints during the quarter. One complaint related to an LTA fine charged to the vehicle owner while the vehicle was in the insurer's possession. The two life insurance complaints related to anomalies with policy arrears and queries relating to surrender of policies. These complaints are currently being reviewed by the insurer.

Summary - Complaints received by Industry

BANK & CREDIT INSTITUTIONS



Top 3 Complaint Types	QoQ % Change
37.5% Electronic Banking	↓ 10.1%
33.1% Customer Service	↑ 13.3%
11.7% System	↓ 12.1%

Total complaints made to banks and credit institutions increased by 5.1 percent over the quarter from 883 to 928 complaints and, similarly increased on an annual basis by 20.7 percent.

Similar to the previous quarter, majority of the complaints were electronic banking related (37.5%) which decreased by 10.1 percent from the last quarter but increased by 72.3 percent on an annual basis. The outturn was mainly due to an increase in the number of users transacting online during the lockdown period. Customer service related complaints increased by 13.3 percent from the last quarter. This was mainly due to longer customer waiting times during the restricted period.

INSURANCE

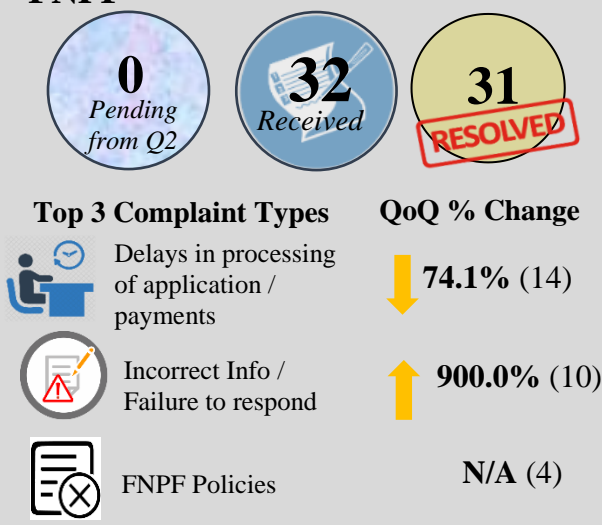


Top 3 Complaint Types	QoQ % Change
33.3% Motor Vehicle Claims	↓ 3.6%
28.4% Customer Service	↑ 155.6%
11.7% Premiums	↓ 13.6%

Total insurance related complaints increased by 13.3 percent over the quarter and 40.9 percent on an annual basis from 143 to 162 complaints. Conversely, motor vehicle related complaints decreased by 3.6 percent over the quarter but continued to register in the top three complaint types.

Customer service related complaints recorded an increase of 155.6 percent when compared to the previous quarter and 283.3 percent on an annual basis from 18 to 46 complaints. These mostly related to staff dealing with insurance matters from home due to the lockdown and the delays as a result of this process. Policy premium related complaints recorded a decrease of 13.6 percent over the quarter but an increase of 111.1 percent on an annual basis.

FNPF



FNPF

FNPF related complaints decreased by 67.0 percent over the quarter from 97 to 32 and similarly decreased by 73.8 percent on an annual basis.

Majority of the complaints related to delays in processing of payments during the review period which decreased by 74.1 percent when compared to the previous quarter (Q2). The delays were due to the pay-out of both the FNPF COVID-19 relief and the Government Unemployment benefit funds. Complaints were also noted around the limitation of not being able to apply for both the FNPF COVID-19 relief and the Government Unemployment benefit, as required by FNPF policy.

COVID-related complaints decreased by 56.4 percent over the quarter from 289 to 126 complaints.