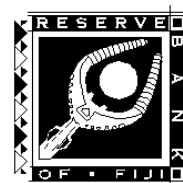


RESERVE BANK OF FIJI

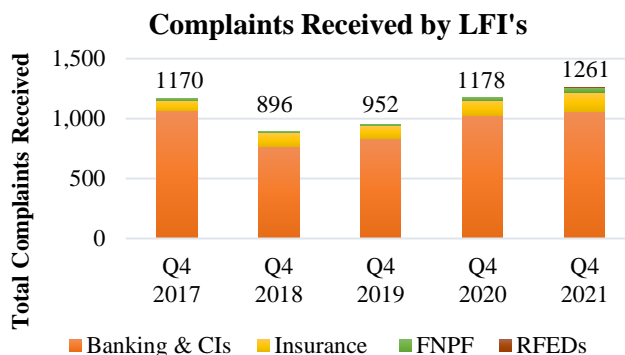
Complaints Management Bulletin



Key Highlights – Q4 2021

In the December 2021 quarter, nine (9) complaints were escalated to the RBF which was a decrease of 30.8 percent from the previous quarter.

The LFIs received a total of 1,261 complaints directly from their customers during the reporting quarter; an increase of 12.4 percent from the previous quarter and an increase of 7.0 percent when compared to the same period in 2020. Of this total, 95.3 percent were resolved within the reporting period and the remaining 4.7 percent carried forward to quarter 1, 2022.



Summary - Complaints escalated to the RBF



c/f from Q3



New complaints escalated to RBF

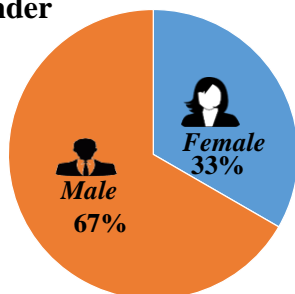


By RBF



In Progress – c/f to Q1 2022

Gender



Mode of Communication

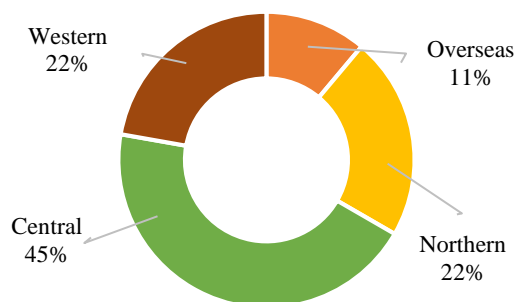


88.9% (8)

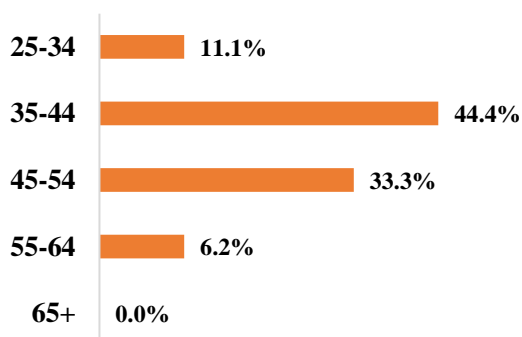


11.1% (1)

Location of Complaints



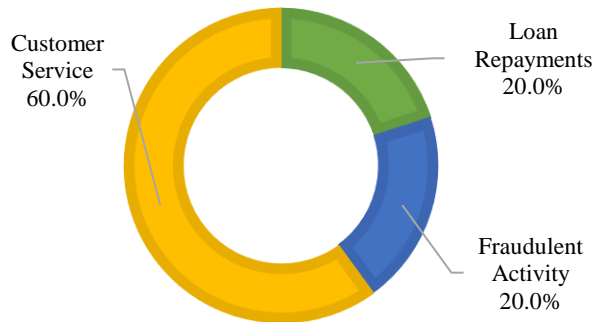
Age of Complainants



Majority of complaints received during the period were lodged via email, consistent with submission trends over the past two years since COVID restrictions were implemented. Prior to COVID the majority of complaints were lodged in person despite requests and invitations by the RBF for online lodgements and submissions of documentations. For this period, the majority of the complaints related to the loan repayment holiday and unsuccessful requests for further loan repayment assistance. In cases where customers made consistent efforts to repay what they could towards their loan, the RBF was able to support and request a reconsideration of LFI decisions. In some cases, an extension to the repayment period was approved.

TYPES OF COMPLAINTS ESCALATED TO THE RBF

BANKING & CREDIT INDUSTRY

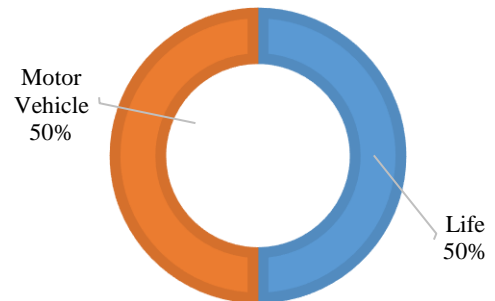


Sixty percent of complaints escalated to the RBF were bank and customer service related. These included complaints about attitude of LFI staff not responding to queries and requests for release of loan statements, non-issuance of VISA debit cards to account holders residing overseas, the availability, or otherwise, of certain products and the delays taken to complete a business account opening process.

During the review period, a complaint relating to account deposit anomalies amounting to over \$700k was also received. For which investigations are still in progress.

The RBF also received a bank complaint relating to a dispute with an EFTPOS merchant for cancellation of a vendor agreement and retraction of EFTPOS facilities from the business without any explanation. The RBF obtained the necessary information and data justifying the retraction of the EFTPOS machine by the bank and was able to explain this to the customer and close the matter.

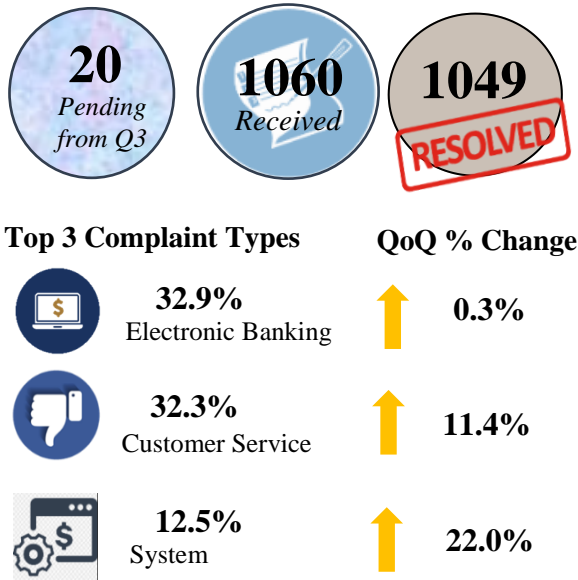
INSURANCE



The RBF received four insurance-related complaints during the quarter. Two complaints related to motor vehicle claims - one relating to a disagreement about a settlement amount and the other regarding a small claims tribunal case file by the insurer for unpaid premiums. The other two complaints were life insurance related and involved disputes around maturity payout amounts.

Summary - Complaints received by Industry

BANK & CREDIT INSTITUTIONS

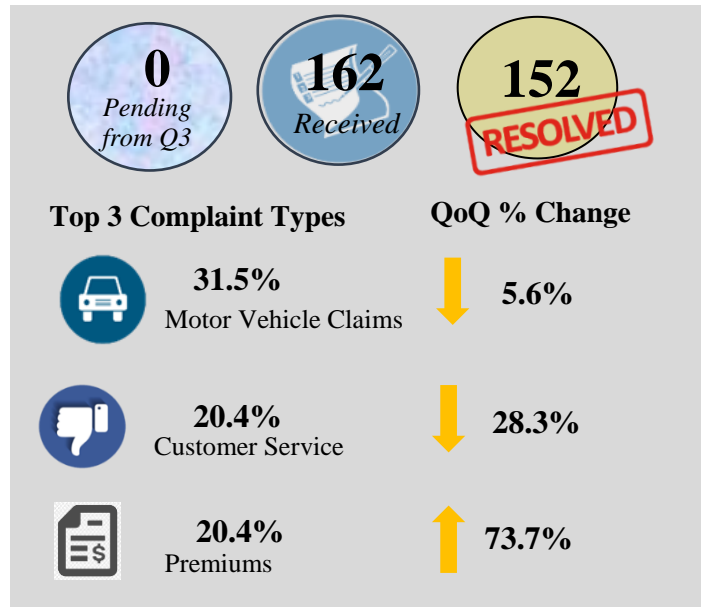


Total complaints made to banks and credit institutions increased by 14.2 percent over the quarter from 928 to 1,060 complaints and similarly increased on an annual basis by 3.1 percent.

Similar to the previous quarter, the majority of the complaints (32.9%) were electronic banking related; an increase of 0.3 percent over the quarter but a decline of 1.7 percent on an annual basis. The trend is similar to past years due to the pick-up in spending and electronic banking activity around the festive season. More recently however, the surge in electronic and online banking is attributed to COVID related restrictions and precautions taken by the public.

Customer service related complaints increased by 11.4 percent from the last quarter and were mainly due to a banks system erroneously cancelling customer card information. Consequently, customers were unable to access funds through the system-cancelled cards resulting in the bank issuing emergency instant cards to affected customers.

INSURANCE



Total insurance related complaints remained the same when compared to the last quarter but increased by 28.6 percent on an annual basis to 162 complaints. Conversely, motor vehicle related complaints decreased by 5.6 percent over the quarter although it continued to register in the top three complaint types for the industry.

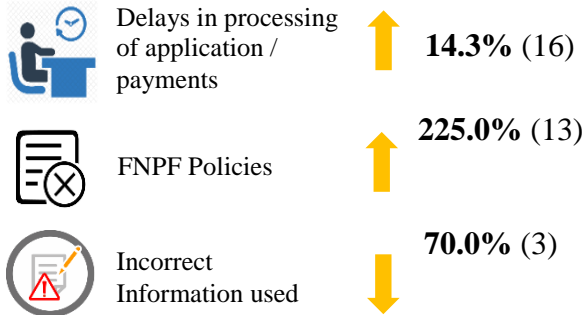
Customer service related complaints recorded a decrease of 28.3 percent when compared to the previous quarter and remained the same on an annual basis.

Policy premium related complaints reported an increase of 73.7 percent when compared to the previous quarter and 312.5 percent on an annual basis to 33 complaints. These mostly related to premium payment calculations, premium pricing and timely updating of accounts for premiums received as these accounts were at times linked to claim settlement cases.

FNPF



Top 3 Complaint Types QoQ % Change



FNPF-related complaints increased by 18.8 percent over the quarter to 38 complaints and similarly increased by 58.3 percent on an annual basis.

Majority of the complaints related to delays in processing of payments which increased by 14.3 percent over the quarter. The delays were due to inconsistency of member information in applications for assistance.

Over the quarter, complaints relating to the dissatisfaction with FNPF Policies increased by 225.0 percent to 13 complaints and were largely due to members not meeting the qualifying criteria for the COVID unemployment relief assistance.

COVID-related complaints declined by 84.9 percent over the quarter from 126 to 19 complaints. This reduction corresponded with the cessation of Governments COVID assistance scheme outside of Viti Levu and the Unemployment Relief Scheme.

RFEDS & MC INDUSTRY

As reported previously, a few players from the industry closed business during the pandemic. From the data provided by the industry, only one complaint was received and settled within the six month period (July to December) when compared to no complaints for the six month period (January to June).