

Reference No:

# RESERVE BANK OF FIJI

## Customer Complaints Form



### PERSONAL INFORMATION

Title:  Mr  Mrs  Miss  Ms

Full Name:

Gender  Male  Female Date of Birth (Day/Month/Year):

### CONTACT DETAILS

Phone  
(please tick preferred contact)  Home:  Work:  Mobile:  Fax:

Email (if applicable):

Postal Address:

### DETAILS OF THE COMPLAINT

Name of Financial Institution Branch

Name/type of the product/service Monetary Value \$  
(where applicable)Please provide a brief explanation<sup>1</sup> of the complaint (please attach all documents)

What outcome did you expect from the Financial Institution (FI) concerned?

### ADDITIONAL QUESTIONS (please tick)

- Have you raised your complaint with the FI? YES  \* NO
  - Has the FI sent you its response? YES  \* NO
- \* If you have answered YES please enclose copies of correspondence with this form.

- Have you contacted any agencies or other consumer advocate about your complaint? YES  \* NO
- \* If you have answered YES, please provide copies of correspondence

- Have you hired a lawyer/authorised representative to act on your behalf? YES  \* NO
  - Has there been any court action relating to your complaint – or have you taken legal action? YES  \* NO
- \* If YES to either of the two questions above, please provide details here or attach documents

### DECLARATION

I/ We hereby certify that the information provided is true and correct to the best of my/our knowledge.

Name:..... Signature:..... Date:.....

Name:..... Signature:..... Date:.....

Name(s) and Signature(s) of applicant(s). (If signing on behalf of the complainant please attach letter authorizing this).

### Note:

1. The form must be returned to: **The Chief Manager, Financial Systems Development & Compliance Group, Reserve Bank of Fiji, Private Mail Bag, Suva.**
2. Section 20 of the Reserve Bank of Fiji Act Rev. 1985 states, “No director, officer or employee of the Reserve Bank shall be personally liable for an act or default of the Bank done or omitted to be done in good faith and without negligence in the course of the operations of the Bank”. This provision applies for all complaints handled by the Reserve Bank of Fiji.

1. Additional page(s) can be attached with this form.