

RESERVE BANK OF FIJI

Complaints Management Bulletin

Quarter 1, 2025



COMPLAINTS ESCALATED TO RBF

10 new complaints received in Q1, 2025.

1 carried forward from Q4.

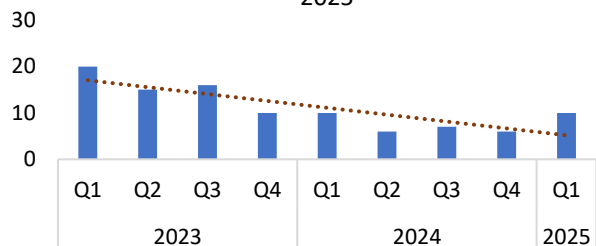
Top 3 Complaint Types

| | |
|---|--------------------|
| 3 | Customer Service |
| 3 | Fraud |
| 2 | VISA Card Disputes |

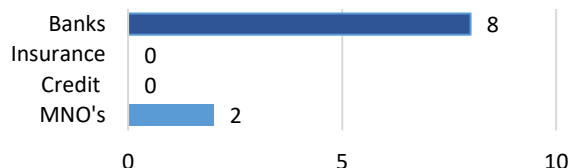
Location

| |
|------------|
| Central |
| 1 Northern |
| 8 Overseas |

COMPLAINTS ESCALATED TO RBF IN Q1 2025



COMPLAINTS ESCALATED TO THE RBF BY INDUSTRY TYPE



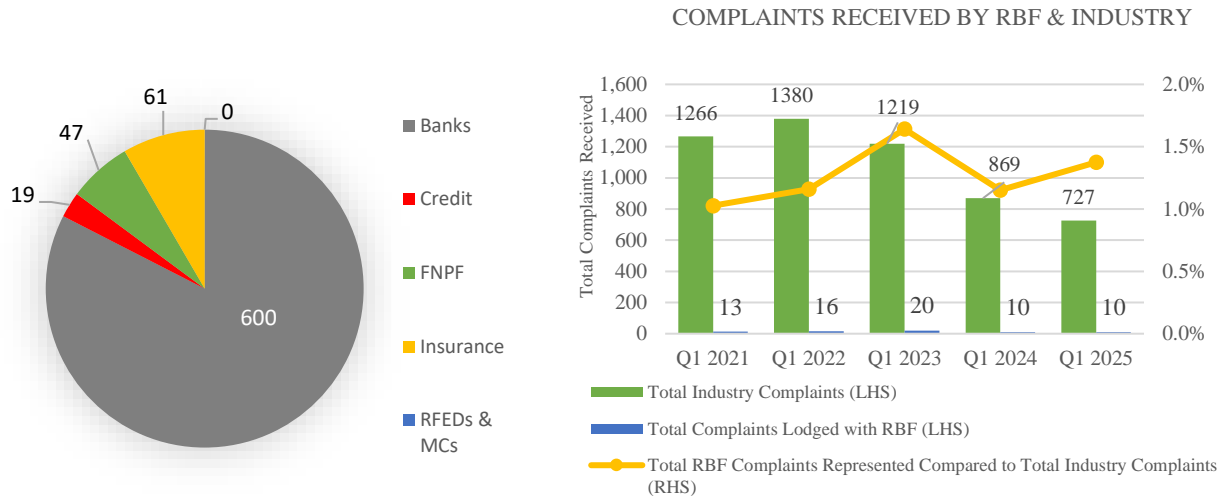
Eleven (11) complaints were assessed in Q1, 2025 - 1 carried forward from the December quarter and 10 new complaints. Of these:

- 9 resolved; and
- 2 carried forward to Q2, 2025.

As observed in previous years, there was a notable increase during the first quarter, consistent with trends from the same periods in the past. This rise can be attributed to the higher transaction volumes experienced during the festive season. From the new complaints received, 80% originated from the banking sector, with 37.5% related to customer service issues, primarily, involving delays or the lack of response from banks to customer complaints. Majority of the complaints escalated to the RBF were resolved within the stipulated 21 days' timeframe.

The RBF continues to encourage LFIs to work on improving communication with their customers by simplifying responses, minimising use of industry jargons and ensuring that customer complaints are prioritised when submitted.

INDUSTRY REPORT

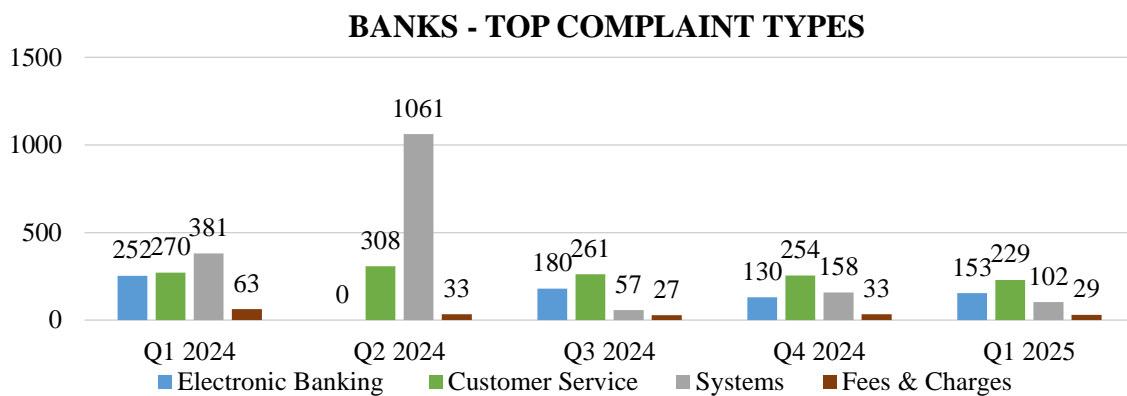


In summary, LFIs received 727 complaints during the March quarter, a decline of 3.1% from the last quarter, and a decline of 41.1% when compared to the same period in 2024. 97.8% (711) were resolved within the reporting quarter at institutional level.

BANKING SECTOR

Received - 600 (82.5%) received

Resolved - 595 (99.2%) resolved



Source: Commercial Banks

The total number of complaints pertaining to the banking industry declined by 10.0% when compared to the December quarter and similarly by 46.6 % when compared to the same quarter in 2024.

TOP COMPLAINT TYPES

1. Customer Service

Customer service continues to be a key concern among the banking industry, ranking first among the top 3 complaints this quarter. Reports highlight bank customers dissatisfaction with delayed response times and lack of follow-up by bank staff when addressing queries. The total number of registered

customer complaints decreased by 23.7% on an annual basis as customer advocates and bank staff have progressively improved in these areas in terms of timely response and providing clear advice when addressing issues from customers.

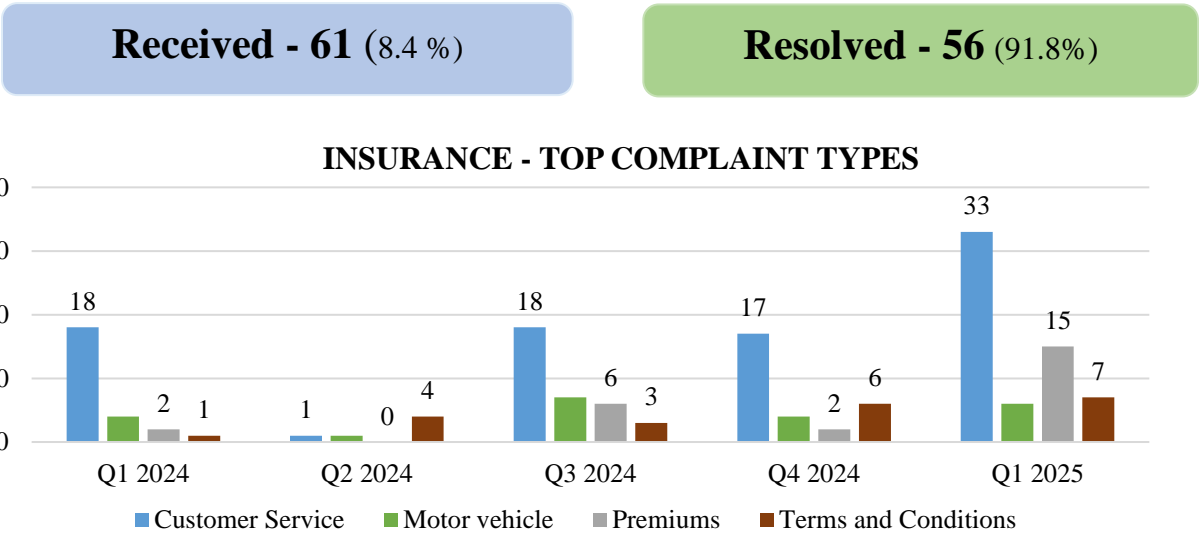
2. Electronic Banking

Electronic banking related complaints rank second and increased by 17.7% when compared to the previous quarter. Customers reported issues such as difficulty when logging onto online banking portals, delays with online transfers to other banks and disputes relating to delays with MPAISA transfers. Overall electronic banking complaints increased by 27.5% on an annual basis.

2. System

In the top three complaint types, complaints in this category have decreased by 2.0% when compared to the same period in 2024.

INSURANCE



Source: Insurance Companies

Insurance related complaints made to LFIs increased by 96.8% when compared to the December quarter and similarly increased by 117.9% when compared to the same period in 2024. Overall, we are noting an increase in the number of complaints because the insurers are encouraging their staff to record all complaints that is received whether they are lodged in person, via calls or emails, at branch level or by their Collections team.

TOP COMPLAINT TYPES

1. Customer Service

For the insurance sector, customer service-related complaints increased by 94.1% when compared to the previous quarter and similarly increased by 83.3% when compared to the same period in 2024.

The increase in customer service-related complaints were due to delay in responses by the insurers. Insurers are reminded to remain vigilant and ensure that their turnaround time to responding to customer queries are within a shorter timeframe.

2. Premiums

Over the quarter premium related complaints increased by 650.0% (from 2 to 15 complaints), and with the same percentage increase when compared to the same period in 2024. This is due to an increase in premium costs for the products and services offered by one insurer. The insurer had followed due process and advised their customers of the increase before the new pricing was implemented.

3. Terms & Conditions

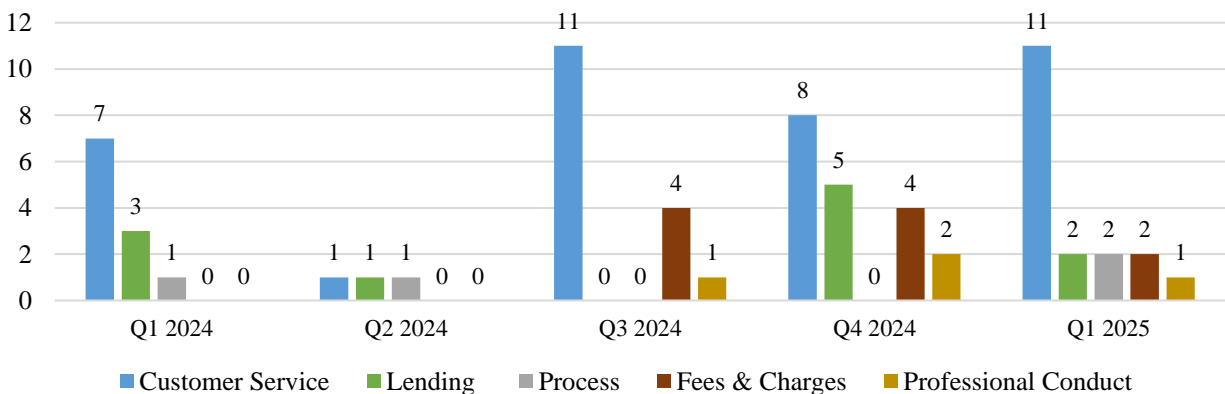
Over the quarter, terms and conditions complaints increased by 16.7% from 6 to 7 complaints with a similar increase when compared to the same period in 2024. Given the complexities of insurance policies customers are usually not aware or misunderstand important aspects of their policies e.g., that they must declare any existing medical conditions, knowing what their policy covers and does not cover, payment schedules, timely premium payments and exclusions. Most of these misunderstandings arise when the policy proposals are brought through the agents. The RBF continues to work with the customer advocates on effective communication and transparency plus the disclosures that the agents need to advise customers when selling policies.

CREDIT INSTITUTIONS

Received - 19 (2.6%)

Resolved - 13 (68.4%)

CREDIT INSTITUTIONS - TOP COMPLAINT TYPES



TOP COMPLAINT TYPES

1. Customer Service

As the other industrys', customer service-related complaints continues to rank among the top three types of complaints within the credit institution sector as well. A decrease of 26.9% was noted when compared to the previous quarter. The number of complaints declined from 26 in the previous reporting period to 19 in this period. Issues raised included dissatisfaction with the professional conduct of staff, a lack of clarity in communication, delays during the loan processing period, and concerns regarding the accuracy and clarity of information provided on institutional websites.

2. Fees & Charges

Complaints relating to fees and charges in the credit institution sector declined by 50.0% when compared to the previous quarter, with no year-on-year change recorded. Customer concerns in this area are often linked to the lack of clarity provided about the fees and charges associated with credit products. The Bank continues to encourage credit institutions to maintain clear and transparent communication and refrain from the use of hard-to-understand technical jargons to support better understanding by customers and reduce the likelihood of disputes.

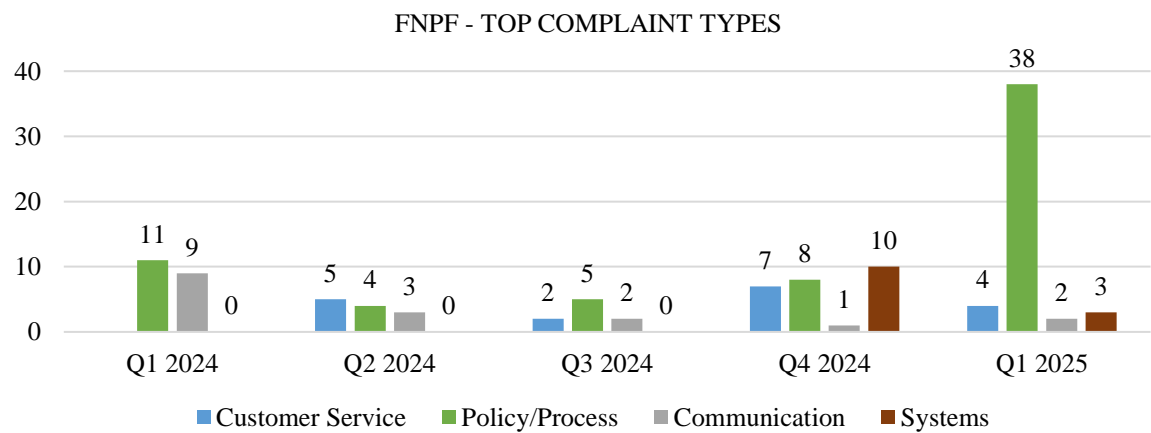
3. Lending

In the quarter ending March 2025, only 2 complaints were raised to the licensed credit institutions relating to Lending. Compared to the previous quarter, complaints of this nature declined by 60.0%. Customer concerns in this area are typically related to delays in the processing of loan applications, settlement of accounts, or disbursement of funds. The Bank continues to encourage credit institutions to strengthen their internal processes to ensure more timely service delivery for customers.

FIJI NATIONAL PROVIDENT FUND

Received - 47 (6.5%)

Resolved - 47 (100.0%)



Source: Fiji National Provident Fund

During the December quarter, the Fund registered a total of 47 new complaints, an increase of 80.8% from the previous quarter and similarly an increase of 135.0% when compared to the same period in 2024. The nature of grievances lodged with FNPF in the review quarter was predominantly relating to customer service which increased from 8 to 38 complaints over the quarter. This was due to delays in processing of applications as the Fund received an influx of education applications when school started for the 2025 calendar year.

RFEDs and MCs

This industry reports on a six-monthly basis and their next returns will be submitted in the quarter ending June 2025.