

RESERVE BANK OF FIJI

Complaints Management Bulletin

Quarter 3, 2024



COMPLAINTS ESCALATED TO RBF

7 new complaints received in the September quarter.

5 carried forward from the June quarter

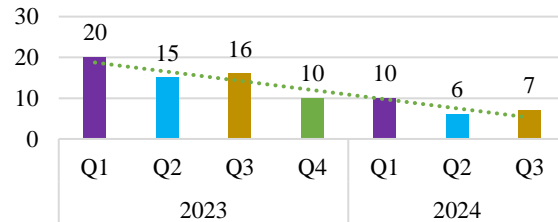
Top 3 Complaint Types

- 5 Customer Service
- 1 Fees & Charges
- 1 Fraud

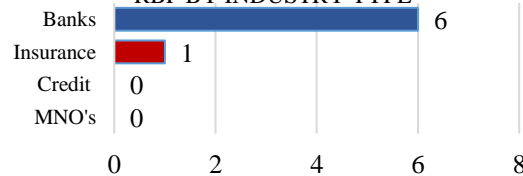
Location

7 Central

COMPLAINTS ESCALATED TO THE RBF IN Q3 2024



COMPLAINTS ESCALATED TO THE RBF BY INDUSTRY TYPE



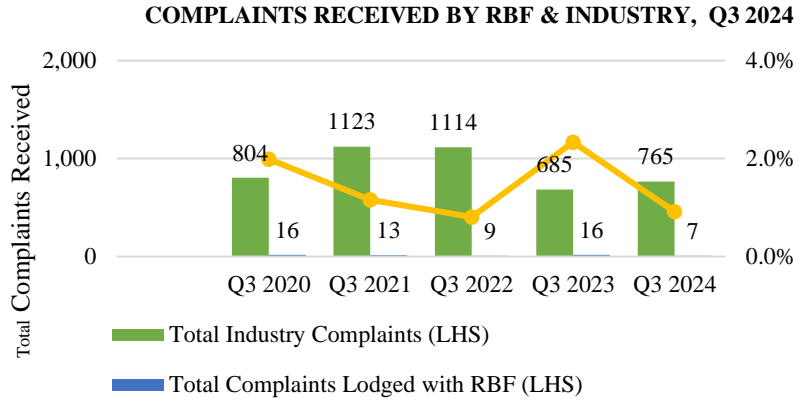
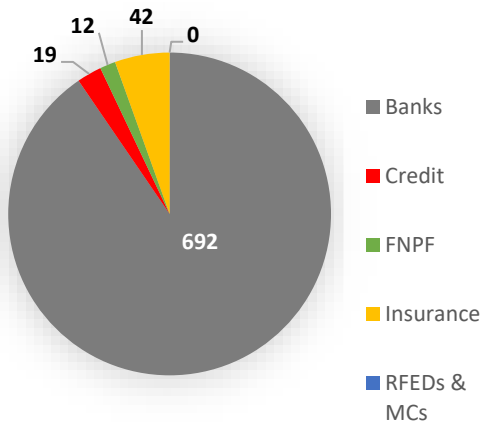
A total of 12 complaints were assessed in the September quarter - 5 carried forward from the previous June quarter and 7 new complaints. Of this:

- 9 were resolved; and
- 3 carried forward to Q4, 2024.

Six of the new complaints received were customer service related from the banking sector and were specifically about the banks not responding to the complaints raised to them. Majority of the complaints escalated to the RBF were resolved within the 21 days stipulated in the Policy.

The RBF continues to encourage LFIs to work on improving communication with their customers by simplifying responses, refraining from using industry jargons and providing timely responses to their customer's queries. The new Policy for the Protection and Fair Treatment of Financial Consumers released to LFIs on April 01, 2024, also stipulates similar requirements for FSPs.

INDUSTRY REPORT



In summary, LFIs received 765 complaints during the September quarter, a decrease of 50.0 percent from the last quarter but a 11.7 percent increase from the same period in 2023.

By sector type, banks registered the most complaints (692), the insurance sector registered 42 complaints, the FNPF registered 12, and Credit Institutions registered 19.

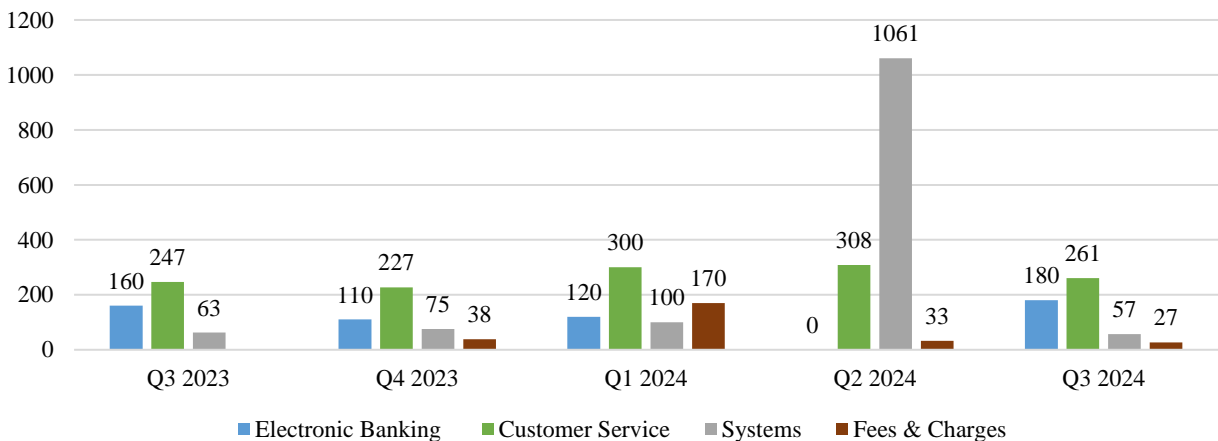
Of the total complaints, 94.5 percent (723) were resolved within the quarter.

BANKING

692 (90.5%) complaints made to Banks

668 (96.5%) complaints resolved

BANKS - TOP COMPLAINT TYPES



Source: Commercial Banks

TOP COMPLAINT TYPES

1. Customer Service

Customer services-related complaints continue to feature in the top 3 types of complaints in this industry. When compared to the same period in 2023, there was a 6.5 percent increase in complaints. Complaints received during the reporting period related to poor customer service and behaviour of staff, lack of follow-up, delays in responding to queries, provision of incorrect information and long queues during peak business hours. One LFI reported that a number of their customers were affected by the Post Office Scams and 8 customer cards were compromised when the customers acted on the scam instructions and followed the link provided.

2. Electronic Banking

Electronic banking complaints increased by 12.5 percent when compared to the same period in 2023. The complaints were attributed to poor network connectivity in certain areas, rendering incomplete transactions over the mobile banking applications and transaction errors related to incorrect punching in of figures and account details. With the National Payment System operating LIVE customers are reminded to be vigilant when transferring funds and ensuring that they enter the correct account numbers as the new system matches against account numbers only. And if the number is correct and the account is operational the transfer will settle.

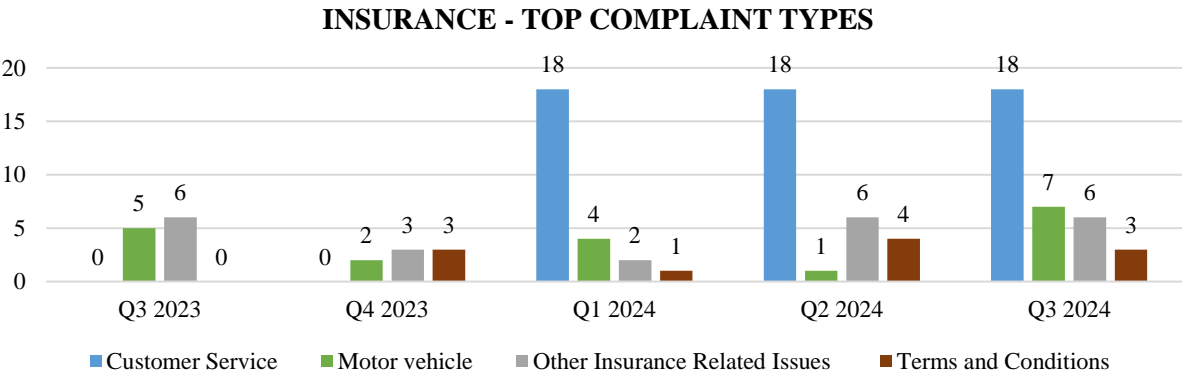
3. System

After the unusual spike in system related complaints in the last quarter, the numbers for this complaint type have normalised where complaints decreased by 9.5 percent when compared to the same period in 2023. One of the LFIs also received numerous complaints from customers regarding the decommissioning of some of their low performing ATMs.

INSURANCE

42 (5.5 %) complaints received by the Insurers

33 (78.6%) complaints resolved



Source: Insurance Companies

Total insurance related complaints increased by 7.1 percent when compared to the June quarter and similarly increased by 3.4 percent when compared to the same period in 2023.

TOP COMPLAINT TYPES

1. Customer Service

Customer service continues to account for the highest number of complaints in this industry. The number of complaints remained the same (18) when compared to the previous quarter, however, increased by 21.7 percent when compared to the same period in 2023.

Effective communication from the insurers to policyholders continues to remain a challenge in this category. This can be attributed to insufficient and unclear information rendered regarding policy terms and conditions, thereby leading to frustrated customers.

2. Motor Vehicle

Over the quarter motor vehicle related complaints increased by 600.0 percent where the complaints received increased from 1 to 7 complaints. Similarly, an increase of 40.0 percent when compared to the same period in 2023. This increase is mostly due to the declinature or delays in motor vehicles claims process and no updates provided to the vehicle owners during the process.

3. Premiums

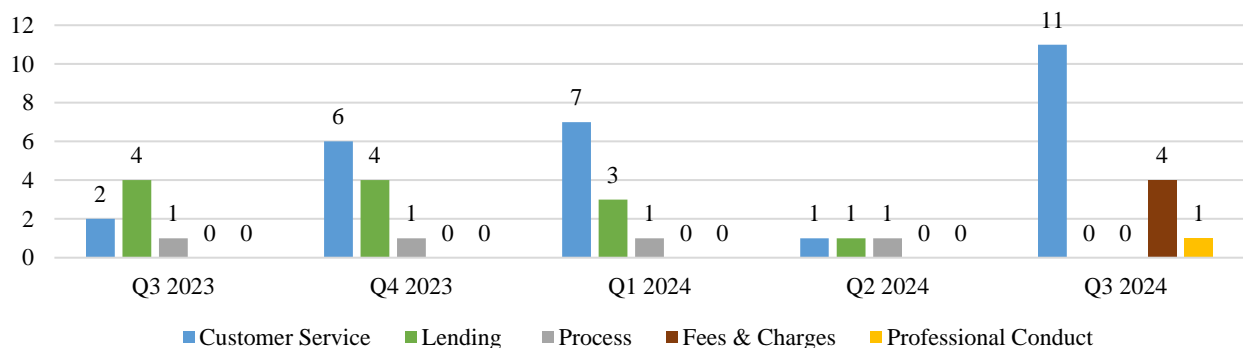
Complaints relating to premiums accounted for 14.3 percent of complaints reported by the insurers in this reporting period. This was an increase of 200.0 percent when compared to the same period in 2023. The complaints related mainly to premium price increases for domestic house, contents and motor vehicle insurance in this quarter. The increase in premiums were due to a reassessment of risk by insurers based on the frequency of events like natural disasters, rising inflation and claim costs.

CREDIT INSTITUTIONS

19 (2.5%) complaints made to CIs

10 (52.6%) complaints resolved

CREDIT INSTITUTIONS - TOP COMPLAINT TYPES



Source: Credit Institutions

TOP COMPLAINT TYPES

1. Customer Service

Customer service-related complaints continue to feature in the top 3 types of complaints in this industry, registering an increase of 1000.0 percent over the quarter from 1 to 11 complaints received in this reporting period. Complaints received during the reporting period were related to poor customer service and behaviour, lack of follow-up, delays in responding to queries and provision of insufficient or incorrect information.

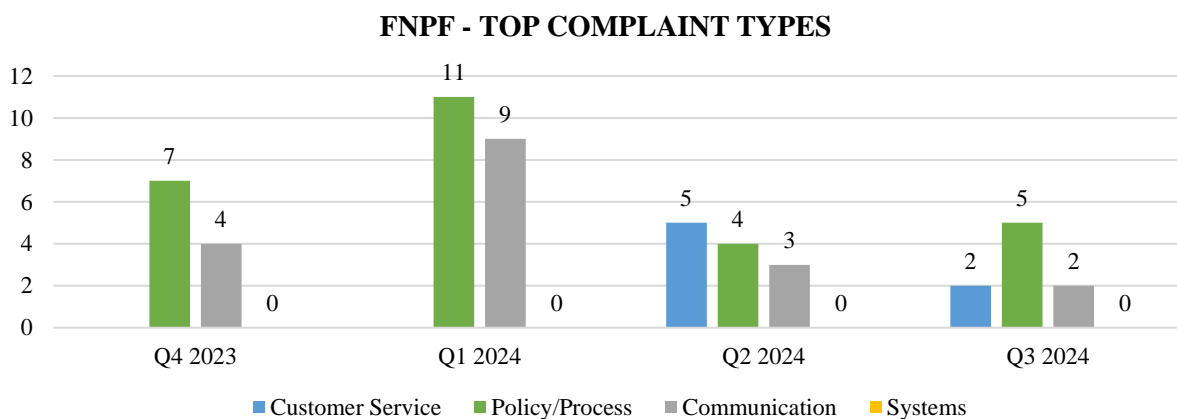
2. Fees & Charges

Four complaints relating to fees & charges was received in the review quarter. As noticed for this industry, customers are unaware of the high interest/fees & charges that are applied due to the high risk that the financial institutions take on when providing loans without any collateral.

3. Professional Conduct

In the September quarter, 1 complaint was highlighted to the credit institutions relating to the professional conduct of their staff towards their customers.

FIJI NATIONAL PROVIDENT FUND



Source: Fiji National Provident Fund

During the September quarter, the Fund registered a total of 12 new complaints, a decrease of 14.3 percent from the previous quarter and similarly a decrease of 58.6 percent when compared to the same period in 2023. The nature of grievances lodged with FNPF in the review quarter was predominantly relating to FNPF Policies and Processes which increased by 25.0 percent over the quarter. Issues relating to customer services declined by 60.0 percent over the quarter. Despite the complaints received by the Fund during the review quarter, it managed to successfully address all complaints within the review timeframe.

RFEDs and MCs

RFEDs and MCs report on a six monthly basis and the next reporting period will be as at 31 December 2024.