

# RESERVE BANK OF FIJI

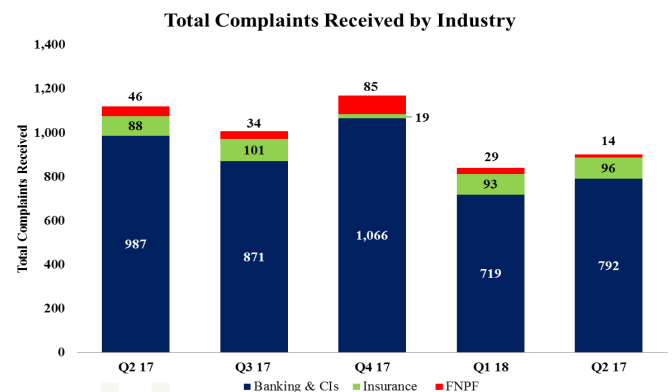
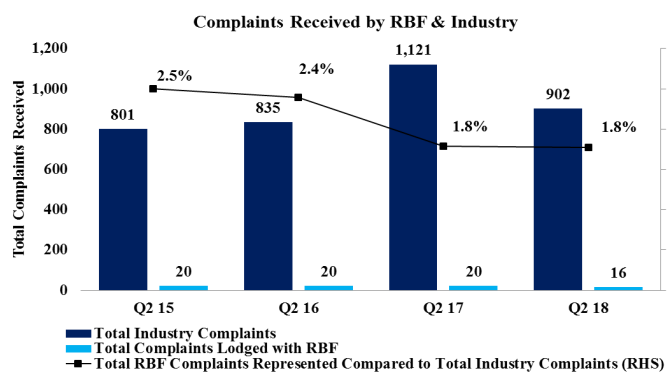
## COMPLAINTS MANAGEMENT BULLETIN

### June Quarter 2018



#### Increase in overall complaints by 7.3 percent QOQ

In the second quarter of 2018, a total of 902 complaints were registered with Licensed Financial Institutions (LFIs) representing an increase of 7.3 percent over the quarter. On an annual basis, total LFI complaints declined by 19.5 percent. By contrast, the 16 complaints that were escalated to the RBF during the review period were 40.7 percent lower than the March 2018 quarter and 20.0 percent lower than the same period in 2017.



#### Complaints over the quarter



Received by LFIs



Escalated to RBF



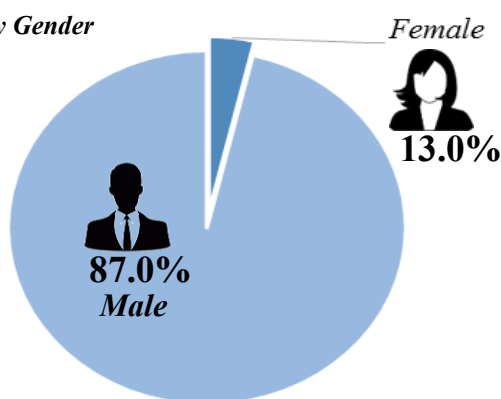
By RBF



Meetings held

#### Who Complained to us?

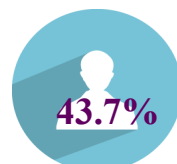
##### by Gender



##### Mode of Communication

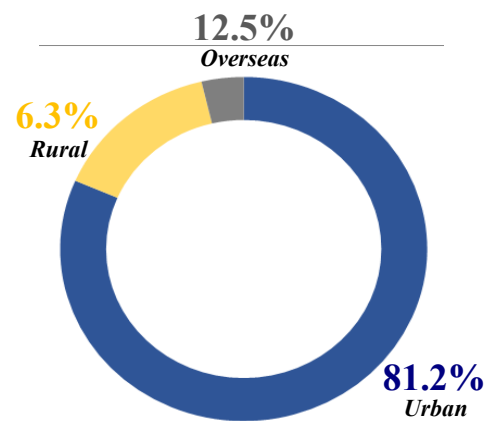


Emailed



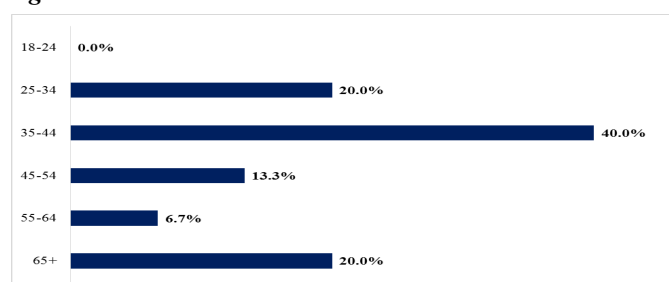
In Person

##### Location



The majority of complainants (14) were males aged between 35-44 years. Most of the complaints made to the RBF related to motor vehicle insurance claims.

##### Age Breakdown

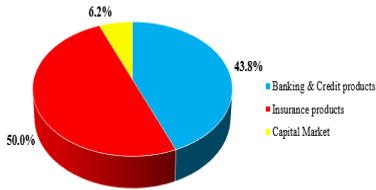


The majority of complainants (56.3%) lodged their complaints via email. 81.2 percent of the complainants reside in the urban areas and 6.3 percent in the rural areas mainly in the central division only. The high number of complaints lodged via email and in person were recorded in the central division and it is noted that these complainants have easier access to the RBF.

## Types of Complaints Received by RBF

### Complaints by Industry

During the quarter, 50.0 percent of the complaints lodged with RBF related to insurance products, particularly motor vehicle insurance claims handling processes. In addition, 43.8 percent of the complaints related to banking and credit products, while the remaining 6.2 percent of the complaints related to the capital market product.

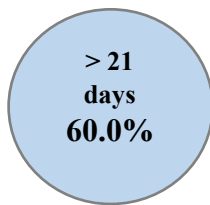


**37.5%**  
Motor Vehicle  
Insurance Claim



**18.8%**  
Loans

### Average days taken to



## Outcome of Complaints

**31.2%** **RESOLVED**

**50.0%**

**IN PROGRESS:** Awaiting responses from LFI or submission of documents from Complainants

**18.8%**

**UNRESOLVED** due to lack of evidence with Complainant, refusal by LFI to reconsider decision, lack/ absence of relevant powers of the RBF.

### Monetary Value



The total reported disputed value of complaints received during the quarter was \$0.3 million. Only 18.5 percent of the resolved complaints with a monetary value of \$27,000 were settled.

## Summary of Complaints received by Industry

### BANKS & CREDIT INSTITUTIONS



#### Top 3 Complaint Types

#### Q1 - Q2 Change



**21.5%**  
Customer Service

↓ **14.6%**



**18.3%**  
Electronic Banking

↓ **36.1%**



**15.0%**  
Fees & Charges

↓ **9.8%**

- ◆ Total banks & credit institutions complaints rose by 10.2 percent over the quarter to 792 complaints and slight decrease by 4.0 percent when compared year on year.

### INSURANCE



#### Top 3 Complaint Types

#### Q1 - Q2 Change



**45.8%**  
Motor Vehicle Insurance

↓ **4.3%**



**15.6%**  
Customer Service

↓ **31.8%**



**11.5%**  
Medical Policy

↑ **10.0%**

- ◆ Total insurance complaints increased by 3.2 percent over the quarter and 9.9 percent when compared year on year.

**For more information on this Bulletin, please contact:**

Financial System Development Group

Reserve Bank of Fiji