

# RESERVE BANK OF FIJI

## COMPLAINTS MANAGEMENT BULLETIN

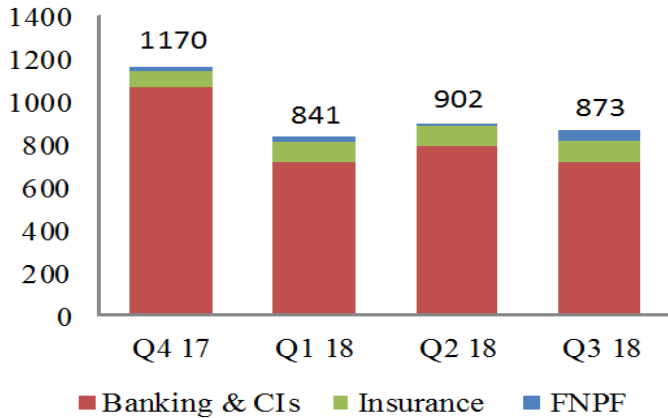
### September Quarter 2018



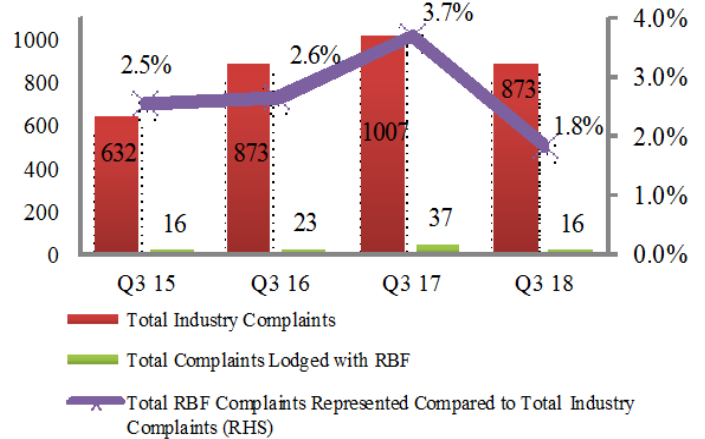
#### Decrease in Complaints by 3.2% QOQ

During the third quarter of 2018, a total of 873 complaints were made and registered with Licensed Financial Institutions (LFIs) representing a slight decline of 3.2 percent from the previous quarter. On an annual basis, total LFI complaints declined by 13.3 percent. 14 complaints were appealed to the RBF in the review period which was 12.5 percent lower than the June 2018 quarter and 62.2 percent lower than the same period in 2017.

Complaints Received by Industry only



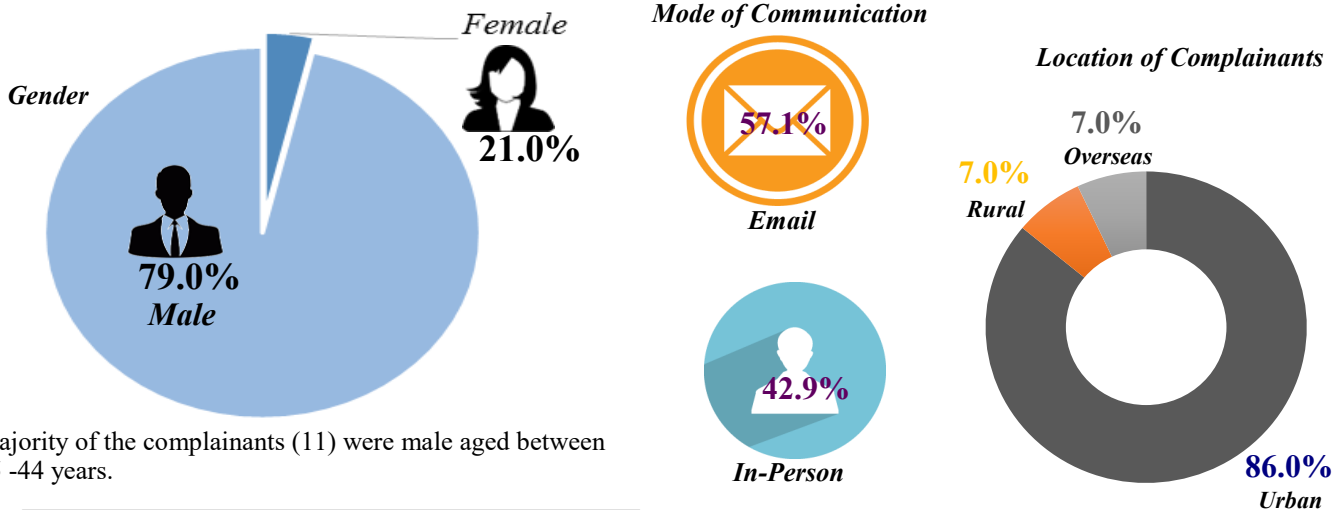
Complaints Received by both RBF & Industry



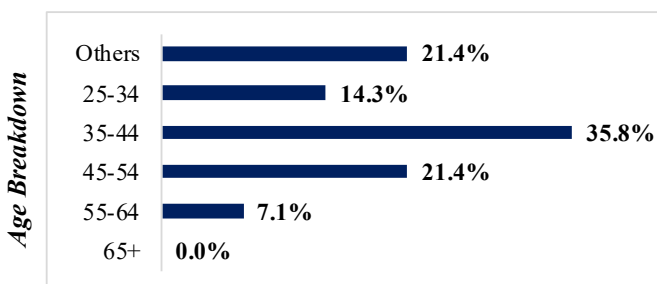
#### Summary of Complaints over the quarter



#### Summary of Complaints received by RBF



Majority of the complainants (11) were male aged between 35 -44 years.



In Q3, the majority of the complaints (51.7%) initially lodged their complaint in writing via email whilst 42.9% lodged their complaint in-person. In previous quarters most complainants were from the urban Central Division. This trend continued in the reporting period with only one complaint from the North and one complainant residing overseas. In the period, 50% of the complaints were lodged on behalf of companies on matters relating to lending contract requirements and insurance claims.

## Types of Complaints



50.0%

INSURANCE CLAIMS



50.0%

LENDING

In the quarter, 50 percent of the complaints referred to the RBF were in relation to the claims handling process by insurers. The other 50 percent of complaints related specifically to the lending processes in the banking and credit institutions industries.

### Average days taken to resolve a complaint



## Outcome of Complaints

**64.0%** RESOLVED by LFIs

**36.0%** IN PROGRESS

### Monetary Value



**\$693K**  
DISPUTED



**\$392K**  
RESOLVED

QUARTER 2018	DISPUTED	RESOLVED
1	\$327K	\$76K
2	\$318K	\$27K
3	\$693K	\$392K

The total disputed value of complaints reported was \$0.7 million. Out of the 14 complaints received by RBF 35.7 percent of the resolved complaints had a monetary value of \$0.4 million. In comparison over the two previous quarters, the Q3 values are higher given that majority of the complaints were lodged on behalf of companies with minimum claims of over \$100k.

## Summary of Complaints received by Industry

### BANKS & CREDIT INSTITUTIONS



#### Top 3 Complaint Types



**32.5%**  
Electronic Banking



**22.9%**  
Systems



**16.6%**  
Customer Service

#### Q2 - Q3 Change

↑ **60.7%**

↑ **3.8%**

↓ **30.0%**

Total complaints to banks & credit institutions decreased by 9.4 percent over the quarter from 792 to 711. On a year to year basis this was a decrease of 17.6 percent. The increase in Electronic Banking complaints were due to damaged bank cards being captured at ATMs, accounts blocked due to risk alerts or in arrears, and power and connectivity issues. Unlike the previous quarters, complaints relating to customer service decreased in Q3. It is uncertain at time of writing whether this decline was due to better services or as a direct result of the overall decrease in complaints registered in the quarter.

### INSURANCE



#### Top 3 Complaint Types



**40.4%**  
Motor Vehicle Insurance



**24.0%**  
Other insurance services



**18.3%**  
Customer Service

#### Q2 - Q3 Change

↓ **4.5%**

↑ **31.6%**

↑ **26.7%**

Total insurance related complaints increased by 8.3 percent over the quarter. On a year to year basis this was a decrease of 3.0 percent. Motor Vehicle related complaints continued to register the highest number of complaints. In addition, other insurance related services had increased which comprises of complaints against the systems, premiums and property. Customer services related complaints continues to increase. Reasons for this increase is yet to be determined.

#### For more information on this Bulletin contact:

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