

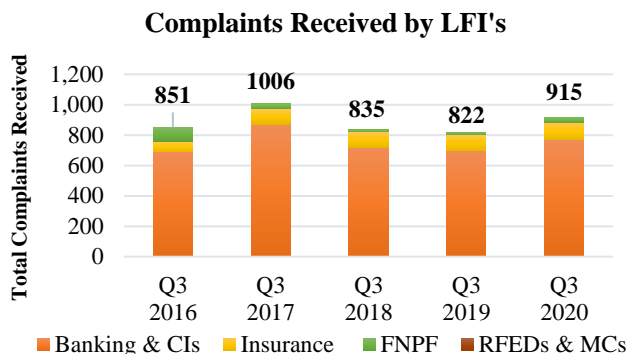
# RESERVE BANK OF FIJI



## Complaints Management Bulletin

### Key Highlights – Q3 2020

A total of 915 complaints were made to LFIs during the reporting quarter. This represented an increase of 13.8 percent when compared to the last quarter and an 11.3 percent increase compared to the same period last year. From the total complaints made to LFIs, 96.4 percent were resolved within the reporting period and 3.6 percent have been carried forward to the next quarter. In the review quarter, 24 complaints were escalated to the RBF. This was an increase of 50.0 percent from the previous quarter.



### Summary - Complaints escalated to the RBF



Carried from Q2



New Complaints  
escalated to RBF



By RBF

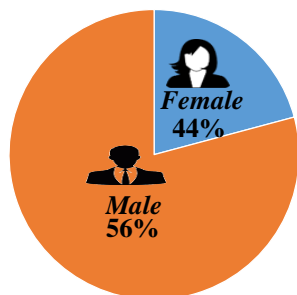


Unresolved – c/f to Q4  
2020

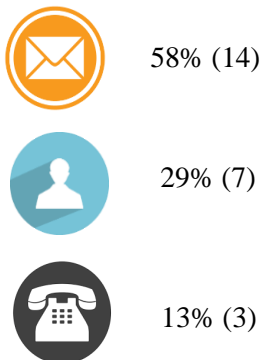


Meetings held

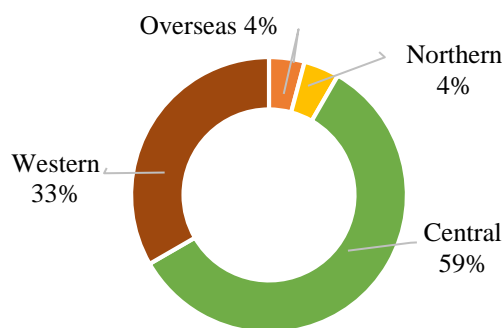
#### Gender



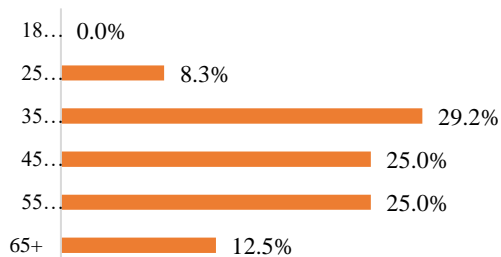
#### Mode of Communication



#### Location of Complaints



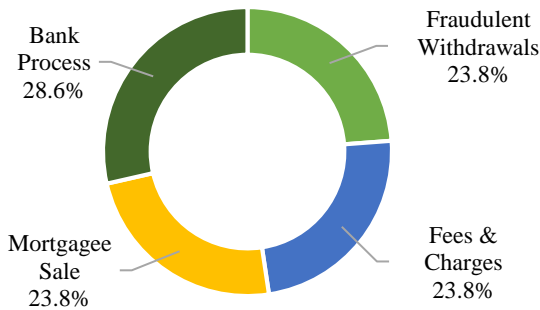
#### Age of Complainants



Majority of complaints received during the period were lodged via email, which is a change from the traditional in-person lodgements common in the previous periods. We believe that this change has mainly been due to increased awareness by the LFIs and the wider reach on social media through our FinTALK facebook page. Similar to previous reporting periods, the majority of complainants resided in the Central Division. A small number of complaints were received from Fiji residents living overseas, whose complaints related mainly to fees & charges and other activities regarding their Fiji held accounts.

# TYPES OF COMPLAINTS

## Banking & Credit Industry

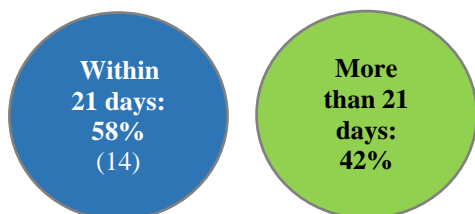


Majority of complaints escalated to the RBF during the quarter were from the banking industry at 87.5 percent (21 complaints). The complaints received related to bank processes and customer services such as additional fees & charges and delays in processes with no explanation provided to the customer. Whilst these issues could be easily resolved at institution level, unsatisfactory customer service led to complaints being escalated to the RBF.

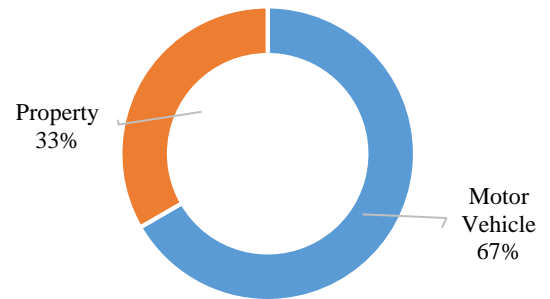
There were two fraud related complaints received during the quarter. In one case, weak internal controls resulted in withdrawals made from an account without the consent of the bank account holder. On investigation, the concerned LFI was unable to explain the withdrawal activities and in good faith reimbursed the complainants fully for amounts withdrawn. The RBF is following up on investigation findings of this complaint. In the other complaint, review of the CCTV footages revealed that the unlawful withdrawals were made by a member of the complainant’s family.

A few complaints also received were from customers whose application for a repayment holiday was rejected by the LFIs. The LFIs explained that customers who had outstanding loan accounts prior to COVID were not eligible to apply for the repayment holiday packages which are only offered to those affected by COVID. The RBF accepted the explanations as complainants all had outstanding loan accounts prior to COVID.

### Number of days taken by RBF to resolve a complaint

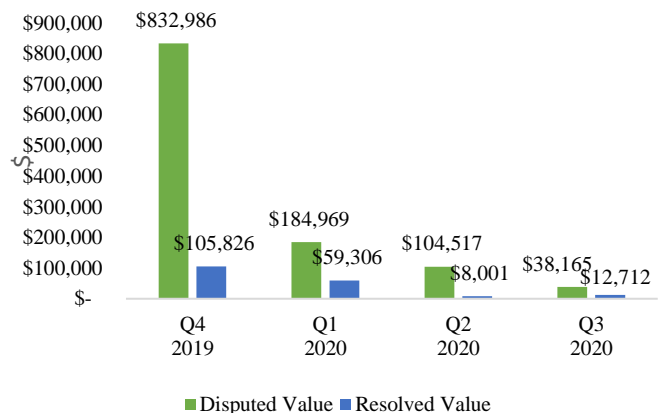


## Insurance



The RBF received three insurance-related complaints during the quarter compared to four in the previous quarter. Two of the complaints received in the period related to motor vehicle claims and the third related to stamp duty charges for property insurance renewal after the removal of stamp duty from 1 August 2020. All three complaints were resolved in the reporting period.

### Value of Complaints



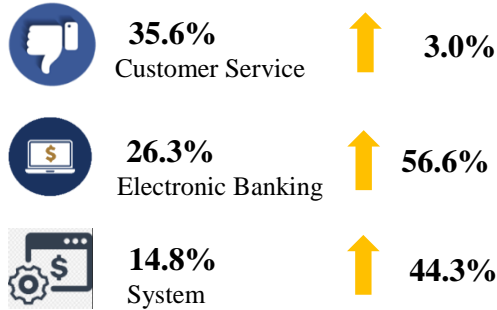
There has been a notable decrease in the value of disputed complaints escalated to the RBF as most of the complaints received in this quarter related to LFI processes for the different products and services. In this reporting quarter the total value of complaints received was \$38,165 of which \$12,712 was resolved during the reporting quarter. The disputed value is ascertained by the complainant as the value of their loss or complaint. Where the variation between the disputed value and the value determined by the LFI is large and contested, the RBF works with the parties to try to find an amicable resolution if possible.

# Summary - Complaints received by LFIs Industry

## BANK & CREDIT INSTITUTIONS



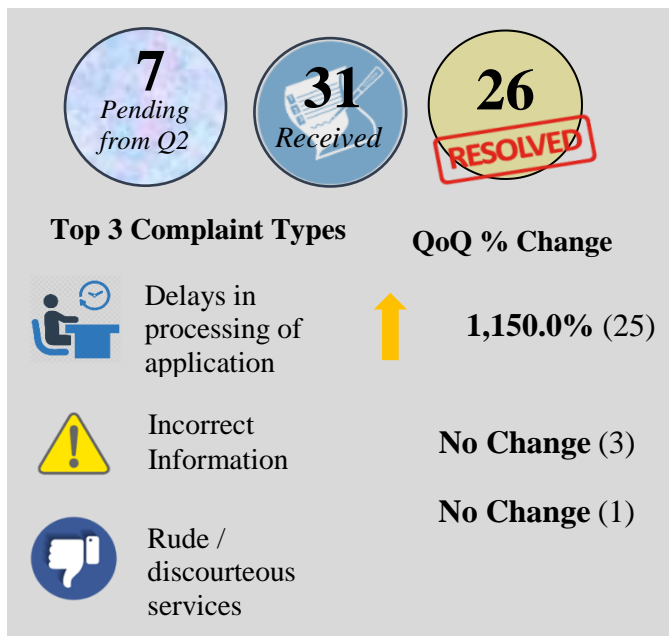
### Top 3 Complaint Types



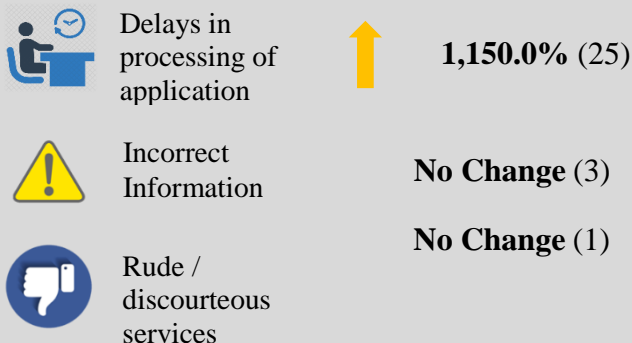
(Refer Annexure Table 2)

Total complaints made to banks and credit institutions increased by 18.1 percent over the quarter from 651 to 769 complaints but decreased on an annual basis by 8.3 percent. As reported by the LFIs, most of the complaints were customer service related (35.6%). This was an increase of 3.0 percent from the last Quarter and an increase of 0.7 percent on an annual basis.

## FNPF



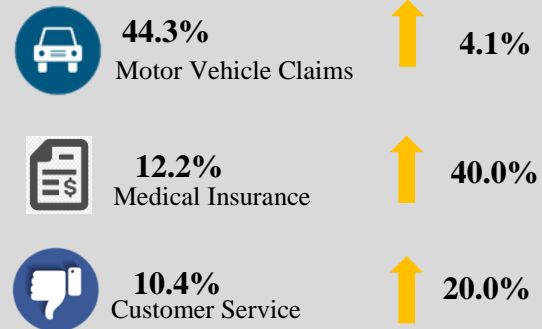
### Top 3 Complaint Types



## INSURANCE



### Top 3 Complaint Types



(Refer Annexure Table 5)

Total insurance related complaints increased by 6.5 percent over the quarter and 7.5 percent on an annual basis from 107 to 115 complaints. Motor vehicle claims related complaints increased by 4.1 percent over the quarter and continued to register in the top three types of complaints.

Medical Insurance related complaints also recorded an increase of 40.0 percent in the last reporting quarter and similarly a 40.0 percent increase on an annual basis. Complaints relate mainly to lack of understanding of medical policy provisions.

(Refer to Annexure Table 4)

FNPF related complaints increased by 181.8 percent over the quarter from 11 to 31 and similarly on an annual basis increased by 72.2 percent. There was a notable increase of 1,150.0 percent in complaints relating to delays in processing of applications. These were mainly due to FNPF processing large number of applications from the public for the COVID-19 relief packages and normal applications being put on brief holds.

FNPF also provided a report on complaints relating to COVID-19 assistance provided to members of the public who were directly affected by the pandemic. COVID-19 related complaints decreased by 70.3 percent in Quarter 3 compared to Quarter 2. The complaints related mainly to delays in benefit payments.