

# RESERVE BANK OF FIJI



## Complaints Management Bulletin

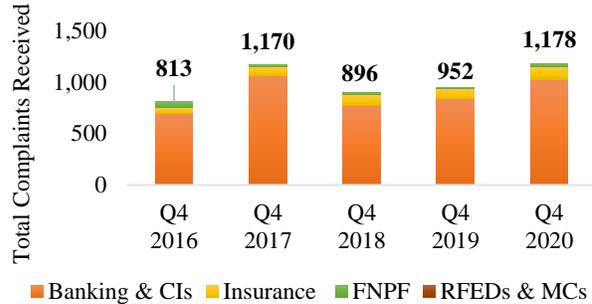
### Key Highlights – Q4 2020

In the review quarter, 16 complaints were escalated to the RBF. This was a decrease of 33.3 percent from the previous quarter.

As per the returns submitted by LFIs, a total of 1,178 complaints were received during the reporting quarter. This was an increase of 28.7 percent when compared to the previous quarter and a 23.7 percent increase compared to the same period in 2019. Out of this total, 94.2 percent were resolved within the reporting period and the remaining 5.8 percent carried forward to the next quarter.

(Refer Annexure Table 1 & 2)

### Complaints Received by LFI's

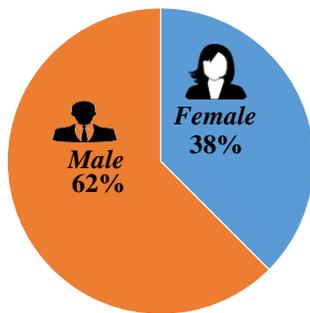


## Summary - Complaints escalated to the RBF

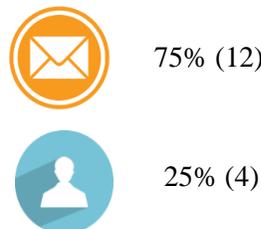
(Refer Annexure Table 3)



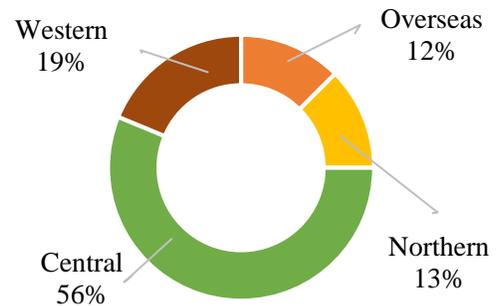
### Gender



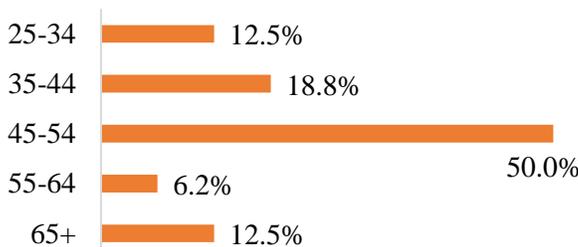
### Mode of Communication



### Location of Complaints



### Age of Complainants

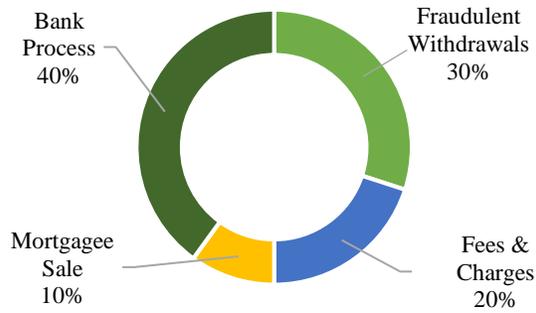


Majority of complaints received during the period were lodged via email, a change from the traditional in-person lodgements common in the previous periods. We assume that this change could be due to increased awareness by the RBF, the LFIs and the wider reach on social media through the FinTalk Facebook 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 and related to the calculation and payout amount of life insurance policies.

# TYPES OF COMPLAINTS

## Banking & Credit Industry

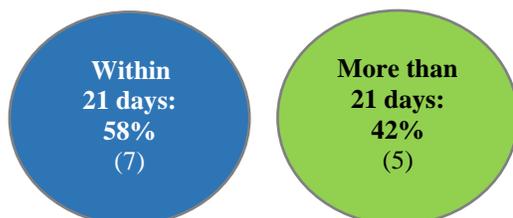


Majority of complaints (63.0 percent) escalated to the RBF during the quarter were banking related specifically about bank processes, allegations of fraudulent withdrawals and delays in the banks’ processes. Upon investigation, the RBF determined that a number of these complaints could have been resolved at institution level as they were mainly due to poor customer service by frontline staff. The RBF is looking at ways to encourage LFIs to focus training for frontline staff on good customer service.

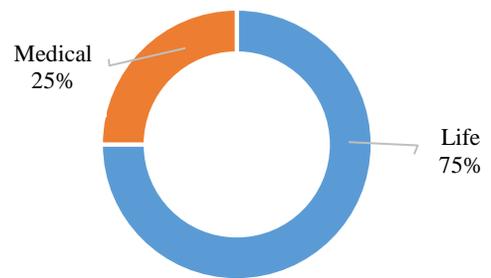
In the review period, the RBF received three fraud related complaints. One particular case involved an elderly woman who alleges that she was coerced by her sugar cane farm caretaker to open a new bank account at a different bank which he had access to and another two cases related to bank deposits via fast deposit and ATM. Both complainants complained that the deposits were not appearing in their accounts after the mandatory waiting period. On investigation, in one case a bank had no alternative but to reverse the deposit as they could not explain how the customer had a copy of the ATM deposit slip without the ATM machine balances reflecting the deposit.

On the process related complaint, a bank closed a customer’s personal account which had been operational for 3 years without any notice to the customer. The bank has since provided the necessary explanation to the customer but have maintained their decision to close the account.

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

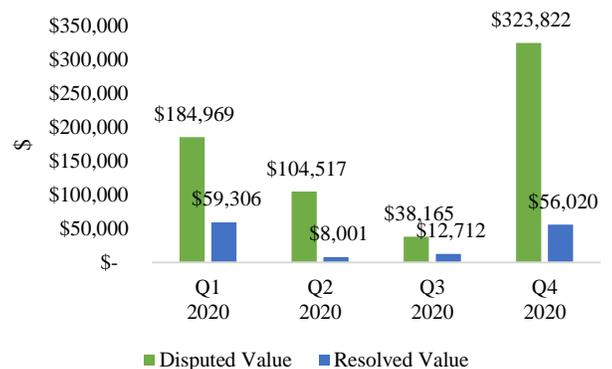


## Insurance



The RBF received four insurance-related complaints during the December quarter compared to three in the previous quarter. Two out of the three life insurance related complaints were from customers who were not satisfied with the responses provided by the insurer on maturity bonus calculations and anomalies in their policies. The third complainant was an LFI who complained about the payment of the surrender value of the policy to the insured person whilst the original policy was pledged as loan security with another LFI. The fourth complaint related to the declinature of a large medical claim reimbursement.

### Value of Complaints



During the reporting quarter, the total disputed value of complaints received was \$323,822, which included a medical claim of \$182,000 while the value of complaints resolved stood at \$56,020. The disputed value is ascertained by the complainant as the value of their loss only. 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 find an amicable resolution if possible.

# Summary - Complaints received by Industry

## BANK & CREDIT INSTITUTIONS



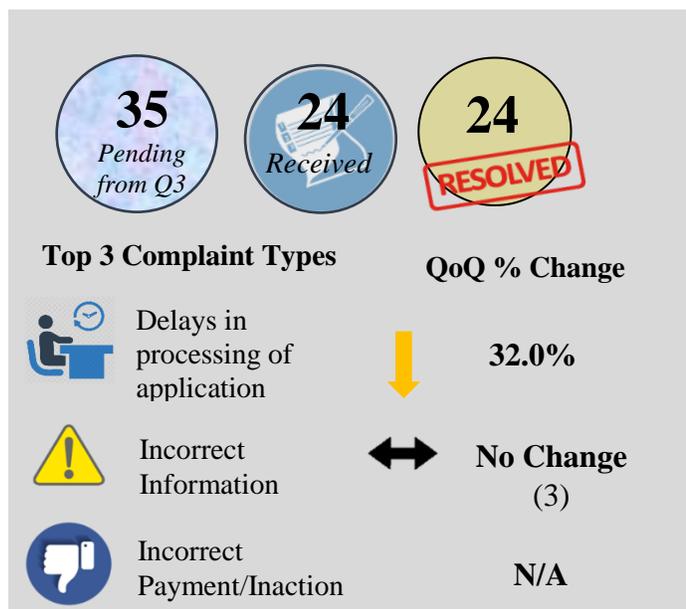
Top 3 Complaint Types	QoQ % Change
34.5% Electronic Banking	↑ 75.7%
21.2% System	↑ 91.2%
16.7% Customer Service	↓ 37.2%

(Refer Annexure Table 4)

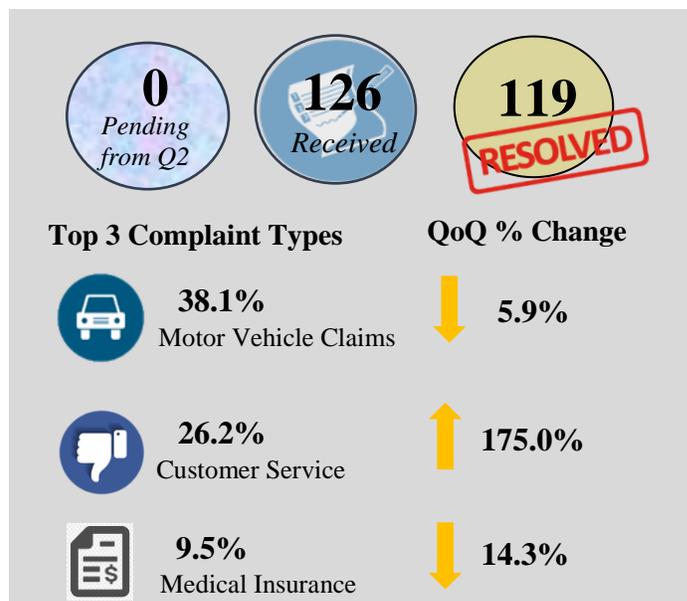
Total complaints made to banks and credit institutions increased by 33.7 percent over the quarter from 769 to 1,028 complaints and similarly increased on an annual basis by 22.7 percent.

Majority of the complaints were electronic banking related (34.5%) which increased by 75.7 percent from the last quarter and an increase of 85.9 percent on an annual basis. This rise is mainly due to the large number of electronic banking users around the festive season resulting in the slowing down of some bank systems and transactions being cancelled or delayed.

## FNPF



## INSURANCE



(Refer Annexure Table 6)

Total insurance related complaints increased by 9.6 percent over the quarter and 23.5 percent on an annual basis from 115 to 126 complaints. Motor vehicle related complaints decreased by 5.9 percent over the quarter and continued to register in the top three types of complaints.

Customer service related complaints recorded an increase of 175.0 percent over the quarter and 312.5 percent on an annual basis. A number of complaints received related to premiums paid by customers that were not reflected in the insurer's records. Medical insurance complaints recorded a decrease of 14.3 percent when compared to the previous quarter.

(Refer to Annexure Table 5)

FNPF related complaints declined by 22.6 percent over the quarter from 31 to 24 but doubled on an annual basis due to COVID.

In the previous quarter (Q3) a large number of members applied for the COVID relief packages offered by FNPF. Given the very large number of applications, complaints relating to delays in processing of applications in that quarter rose sharply by 78.0 percent when compared to the previous quarter (Q2). Normal member applications were also still available during this period but given very low priority.

By quarter 4 the number of COVID related applications had begun to decrease. In line with that, the number of complaints also decreased as applications normalised and less COVID related applications were received.