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Central Bank of Bahrain

Customer Complaints Report

January 2017

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Production: Compliance Directorate

Central Bank of Bahrain

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The Customers Complaints Report is a monthly report prepared by the Compliance Directorate. It is available in PDF format in the Publications and Data section at <http://www.cbb.gov.bh>.

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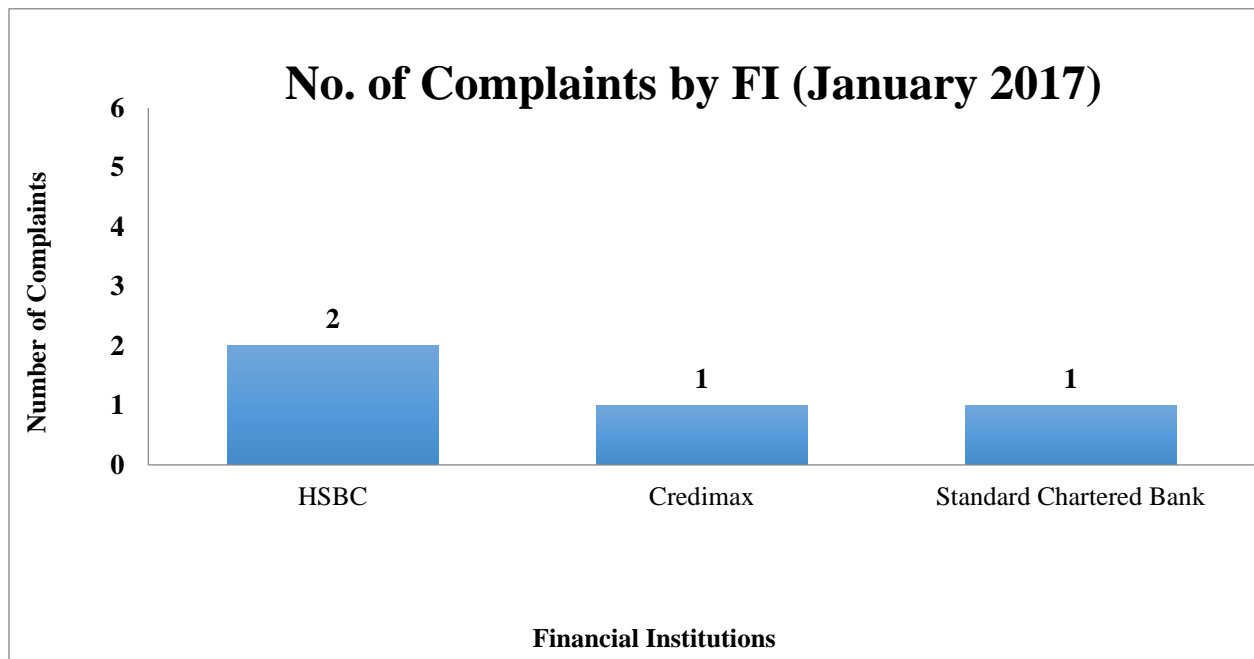
1. Introduction

The Compliance Directorate “CD” received 4 complaints in the month of January 2017.

The concentration of these reported complaints was specific to 3 financial institutions: HSBC, Credimax and Standard Chartered Bank. The nature of complaints received was related to over deduction, ATM and credit card issues.

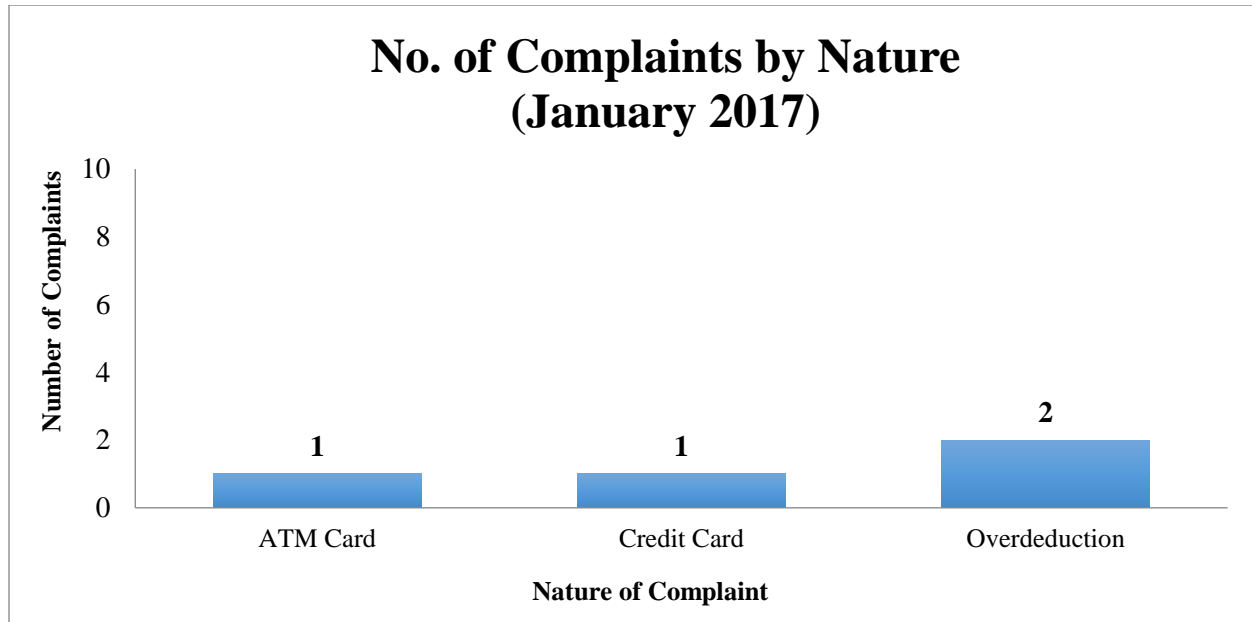
2. Concentration of Complaints by Financial Institution (FI)

The complaints received in the month of **January 2017** were reported with respect to the following financial institutions as illustrated in the graph below:



3. Nature of Complaints

The following chart demonstrates the nature of complaints received by the CD during the month of January 2017.



Following are detailed classifications on the nature of complaints:

3.1 ATM Card:

The CD received 1 complaint (25% of total complaints) regarding the destruction of a retained ATM card by a withdrawal machine. Complaint regarding ATM card was specific to HSBC.

3.2 Credit Card (merchant payment deduction):

The CD received 1 complaint (25% of total complaints) regarding credit card institution who deducted a payment received by a vendor in line with chargeback rules signed between the credit card company and the vendor. Complaint regarding credit card was specific to Credimax.

3.3 Over deduction:

The CD received 2 complaints (50% of total complaints) regarding deduction of 1 BD every month for 3 years for charges of dormancy account from their customer's account. Complaints regarding over deduction were specific to Standard Chartered bank.

4. Status of Complaints

The graph below illustrates the status of complaints received in January 2017; 50% of complaints received have been resolved, while 50% of complaints are still pending.

