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Central Bank of Bahrain

Customer Complaints Report

October 2016

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Production: Compliance Directorate

Central Bank of Bahrain

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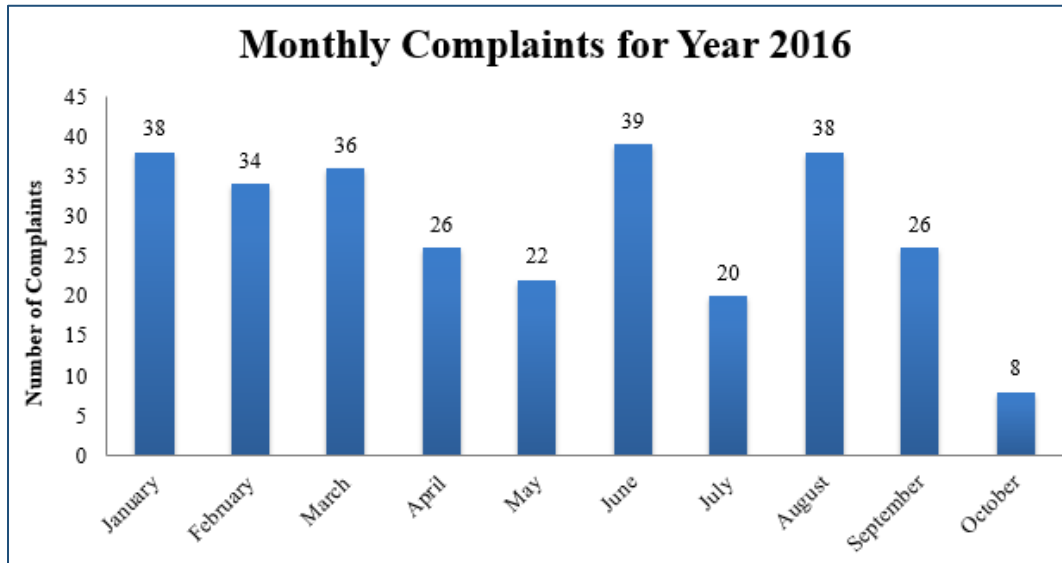
The Customers Complaints Report is a monthly report prepared by the Compliance Directorate. It is available in PDF format in the Publications and Data section at <http://www.cbb.gov.bh>.

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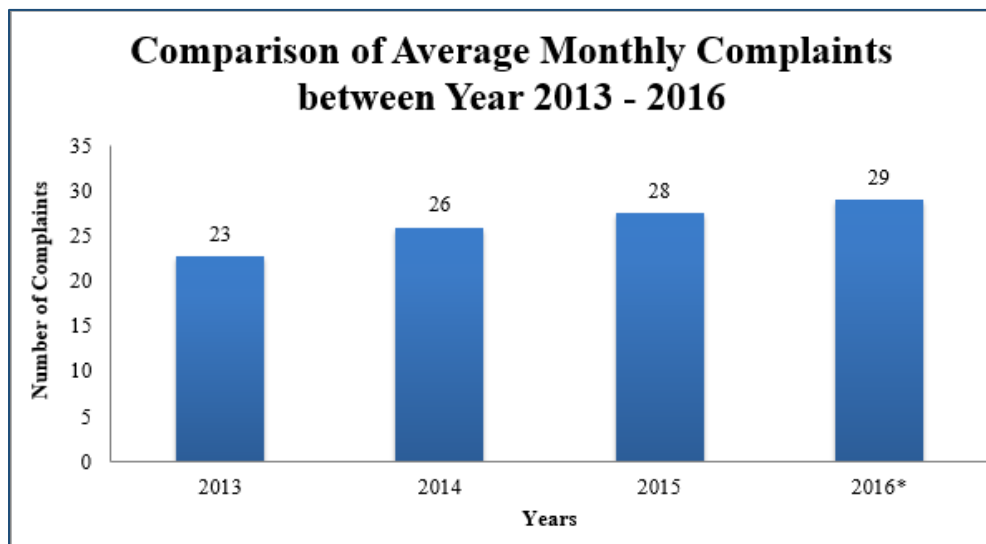
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1. Introduction

The Compliance Directorate “CD” received 8 complaints in October 2016. The following graph illustrates the monthly complaints received from 1st January - 31st October 2016.



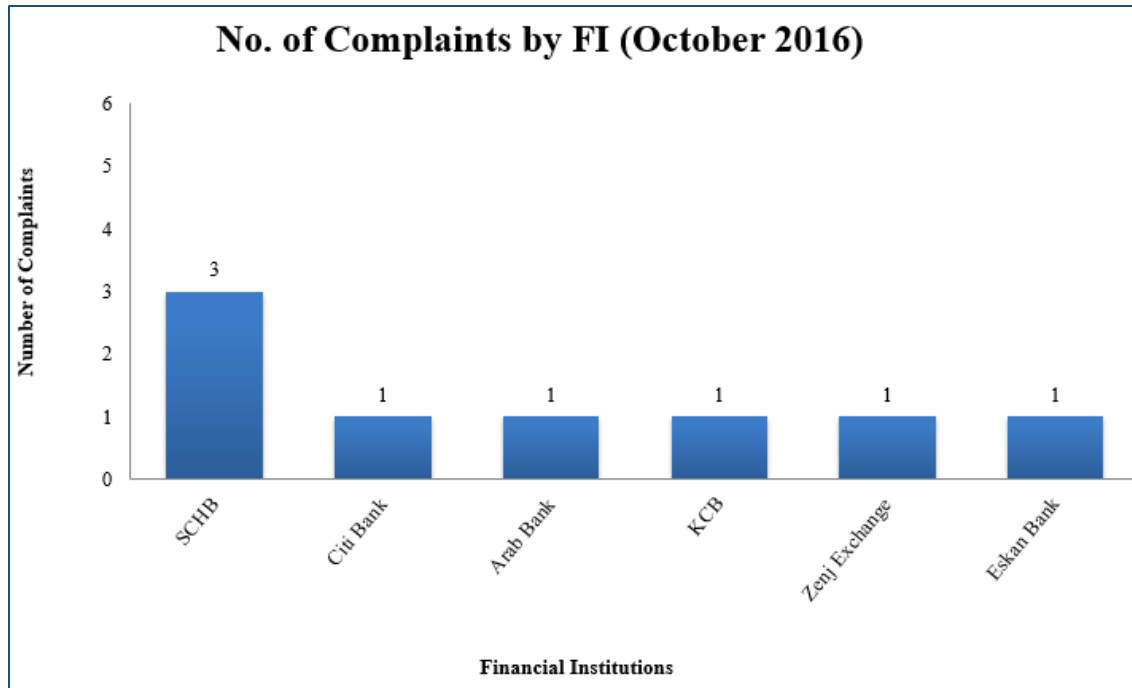
The monthly complaints received since the beginning of 2016 have averaged 29 complaints. The average monthly complaints in 2016 exceeded previous years, which were recorded at 28 complaints in 2015, 26 complaints in 2014 and 23 complaints in 2013 as illustrated in the graph below.



*Average of January - October complaints received in 2016.

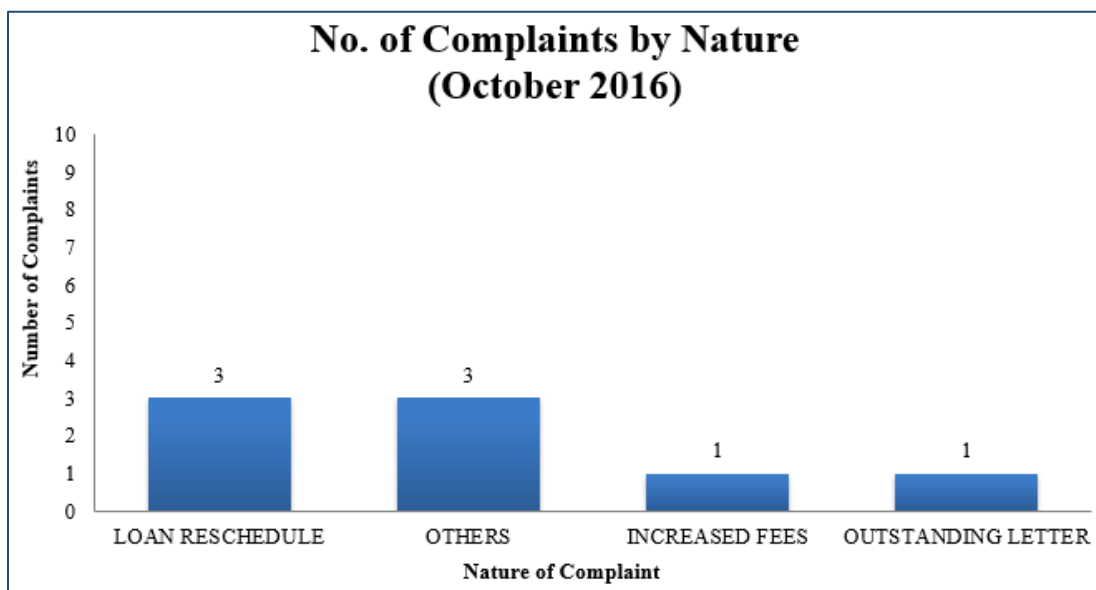
2. Concentration of Complaints by Financial Institution (FI)

The majority of complaints received during **October 2016** were reported with respect to the following banks 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 October 2016.



Following are detailed classifications on the nature of complaints:

3.1 Loan Reschedule:

The CD received 3 complaints (38% of total complaints) regarding the reschedule of existing loans for a longer period due to high monthly installments and difficulties in payment. Complaints regarding loan rescheduling were specific to Arab Bank, Eskan Bank and SCHB.

3.2 Outstanding Letter:

The CD received 1 complaints (13% of total complaints) regarding delayed outstanding balance letter for the customer. Complaint regarding outstanding letters was specific to KHCB.

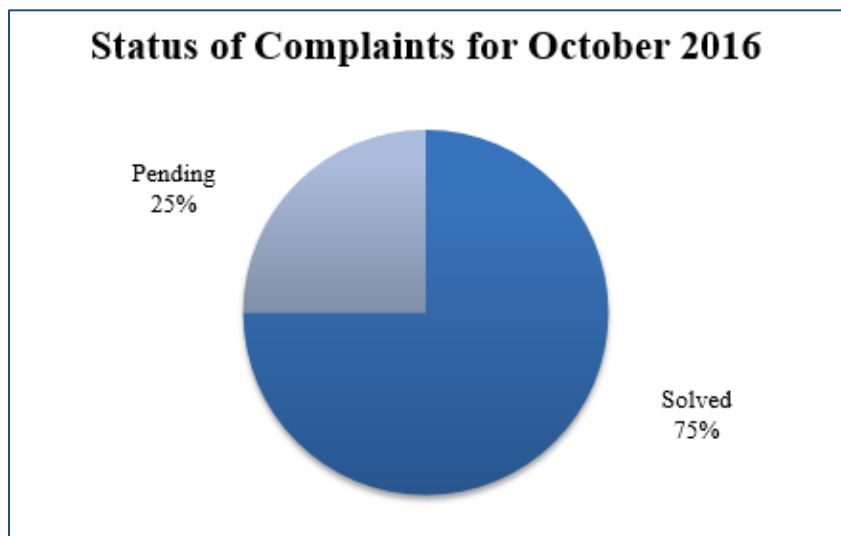
3.3 Increased Fees:

The CD received 1 complaints (13% of total complaints) regarding increased fees on customer's credit card. Complaint regarding increased fees was specific to Citi Bank.

3.4 Others:

The CD received 3 other complaints (38% of total complaints). This included issues related to extra charges on a loan other than agreed upon assessment with the bank, failure in providing a discount offer to a customer which was a special offer announced by the bank, and failure to transfer money via exchange to the beneficiary specified by the customer. These complaints were specific to SCHB and Zenj Exchange.

4. Status of Complaints



The above graph illustrates the status of complaints received during October 2016. 75% of complaints received have been resolved, 25% of complaints are still under process.