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Central Bank of Bahrain

## Customer Complaints Report

**April- June**

**2019**

**Customer Complaints Report for the months  
April-June 2019**

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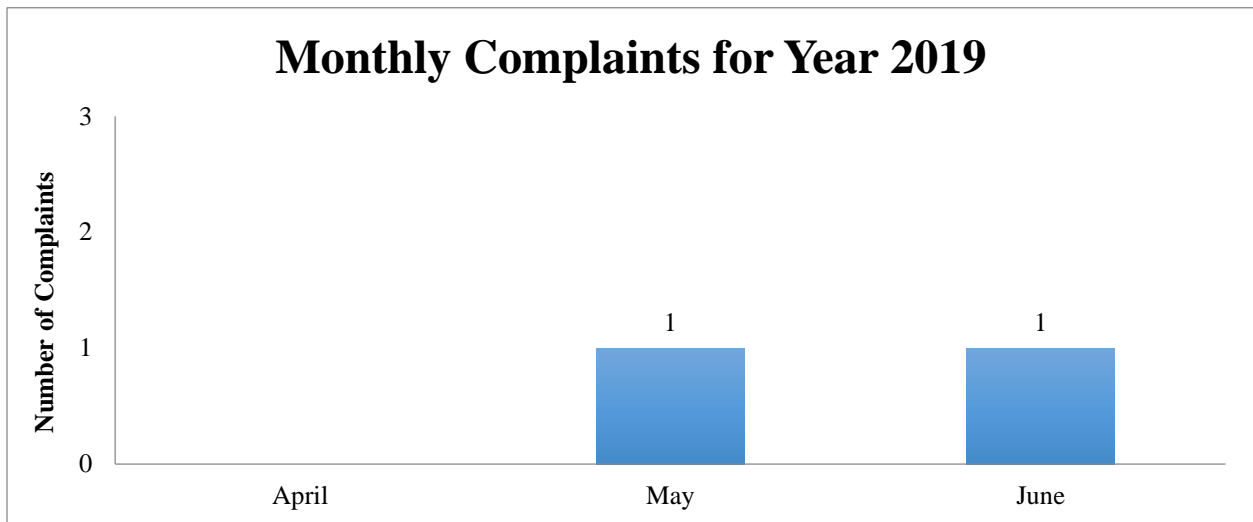
The Customers Complaints Report is a monthly report prepared by the Consumer Protection Unit. It is available in PDF format in the Publications and Data section at <http://www.cbb.gov.bh>.

## Contents

1. Introduction .....	1
2. Concentration of Complaints by Banking Supervision.....	2
3. Nature of Complaints.....	3
4. Status of Complaints .....	4

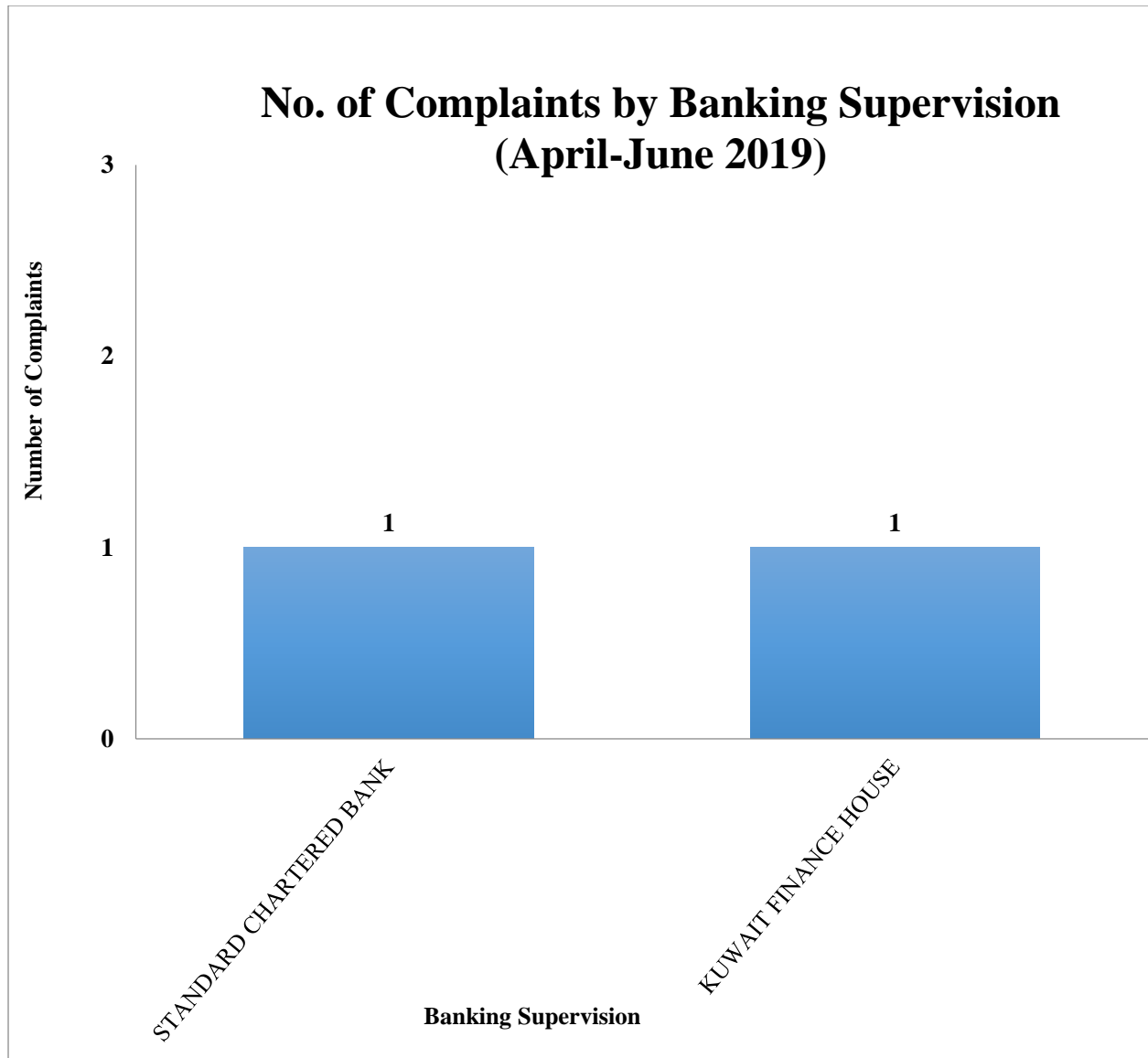
## 1. Introduction

The Consumer Protection Unit “CP” received one complaint in the month of May 2019 and one complaint in the month of June 2019. The following graph illustrates the monthly complaints received from 1<sup>st</sup> of April to 30<sup>st</sup> of June 2019.



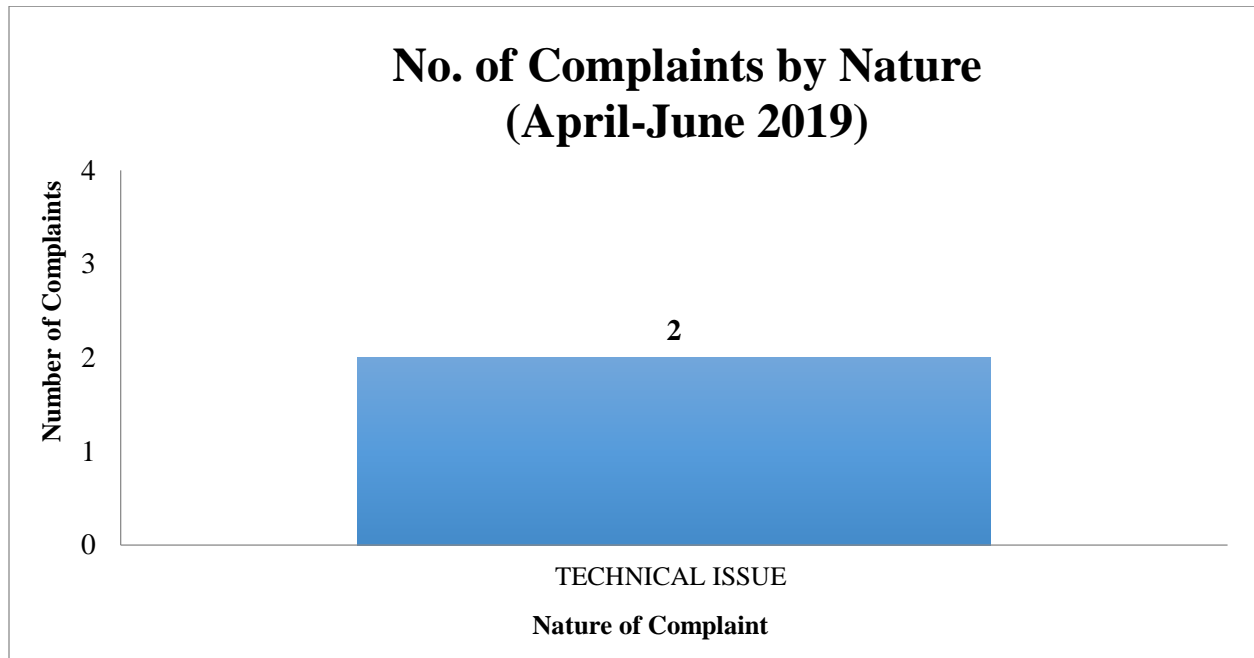
## **2. Concentration of Complaints by Banking Supervision**

The complaints received during **April-June 2019** are 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 (CP) Unit during the months of April-June 2019.



Following are detailed classifications on the nature of complaints:

#### 3.1 Technical Issue:

The CP unit received two complaints regarding technical issues that occurred. The First complaint was received in May 2019. In which the bank and the customer had an agreement that the loan installment for a particular month will be postponed, but due to a technical issue the postponement didn't occur. This complaint pertains to Standard Chartered Bank. The second complaint was received in June 2019. In which the system of the bank kept on deducting a loan installment amount on the customer after he passed away even though his death certificate was presented. This complaint pertains to Kuwait Finance House.

#### **4. Status of Complaints**

All the complaints received from April- June 2019 have been resolved.