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Central Bank of Bahrain

Customer Complaints Report

October-December

2020

**Customer Complaints Report for the months
October – December 2020**

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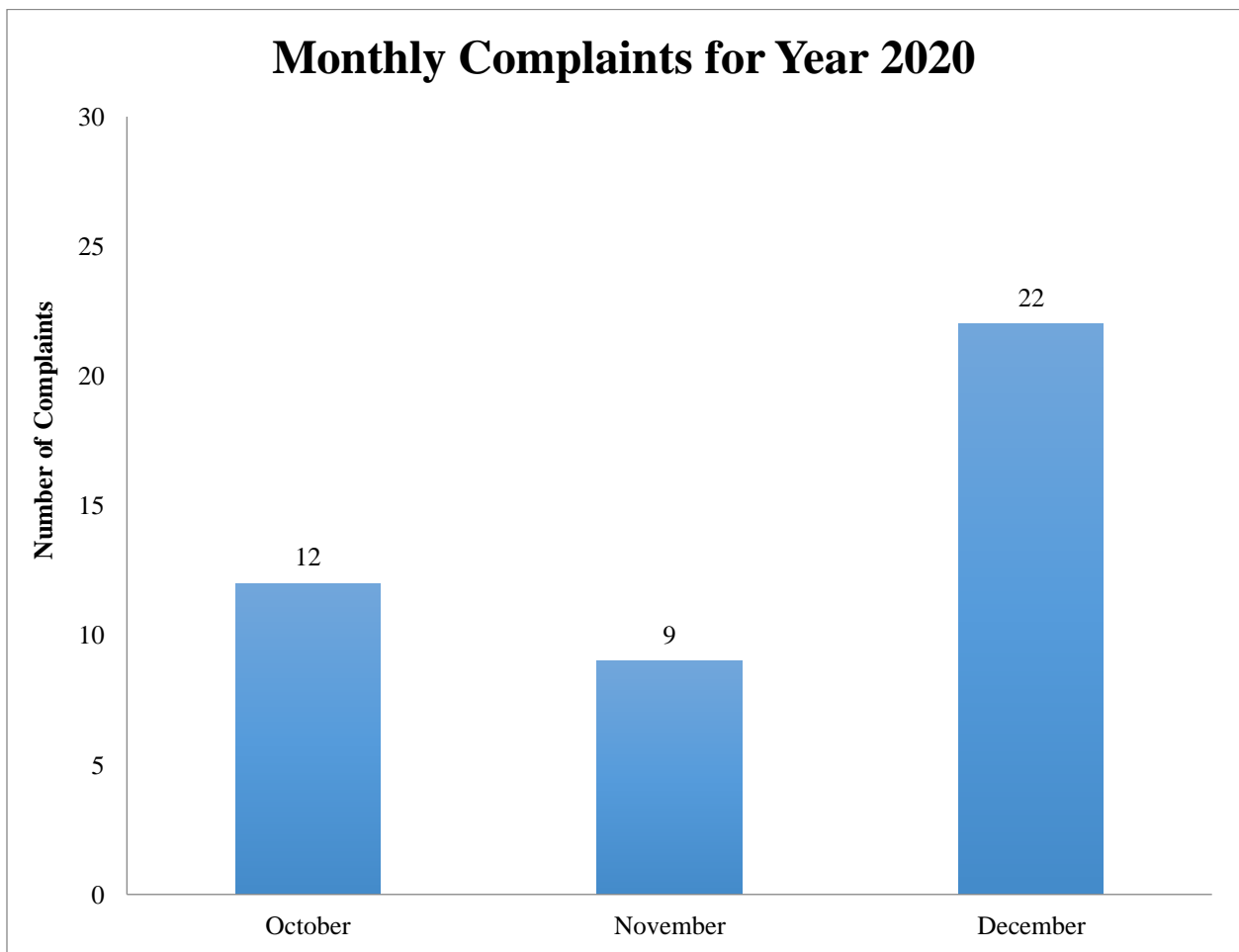
The Customers Complaints Report is a monthly report prepared by the Consumer Protection Unit. It is available in PDF format in the Publications and Data section at <http://www.cbb.gov.bh>.

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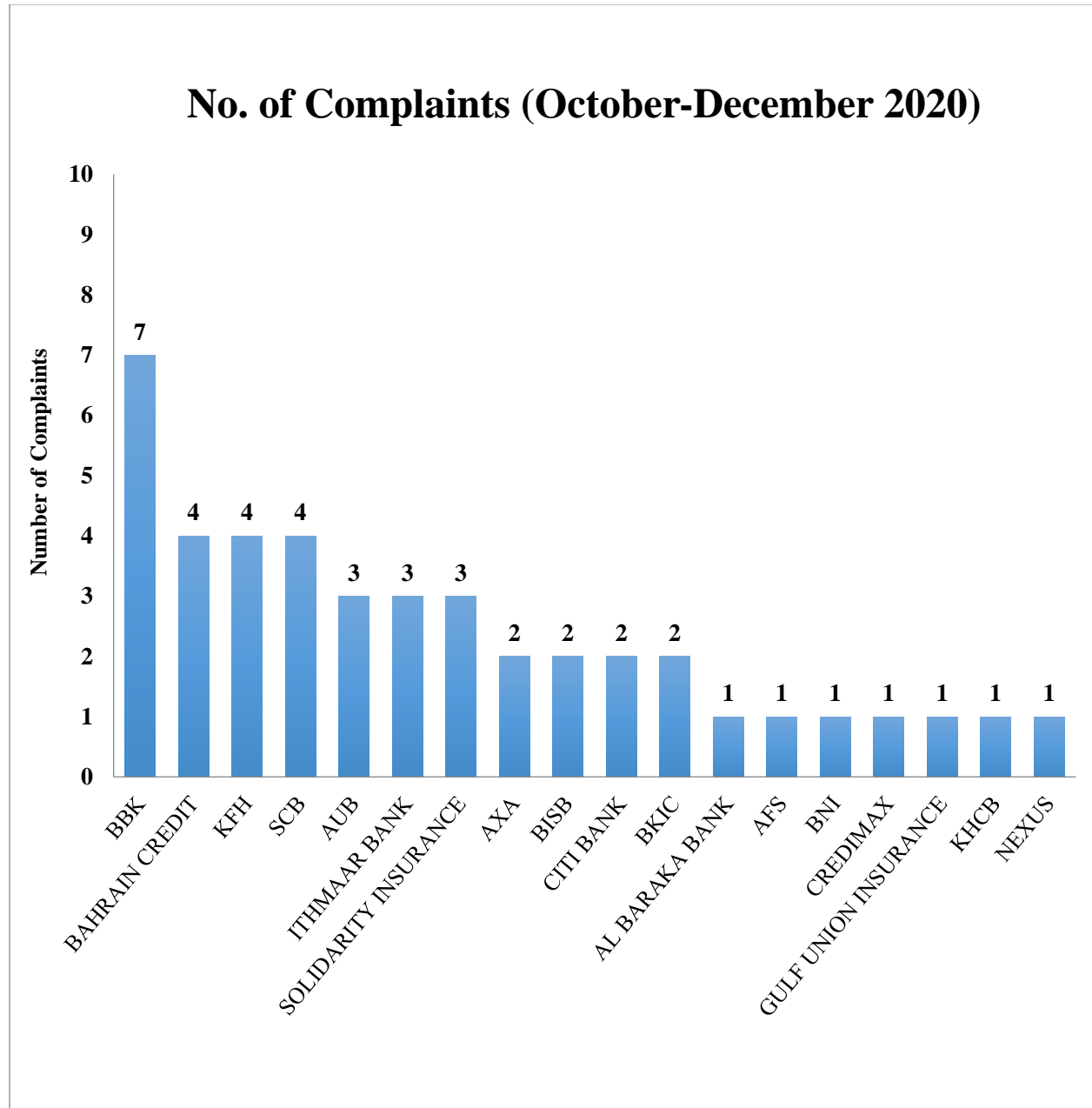
1. Introduction

The Consumer Protection Unit “CP” received 12 complaints in October 2020, 9 complaints in November 2020, and 22 complaints in December 2020. Totalling 43 complaints. The following graph illustrates the monthly complaints received from 1st of October to 31th of December 2020.



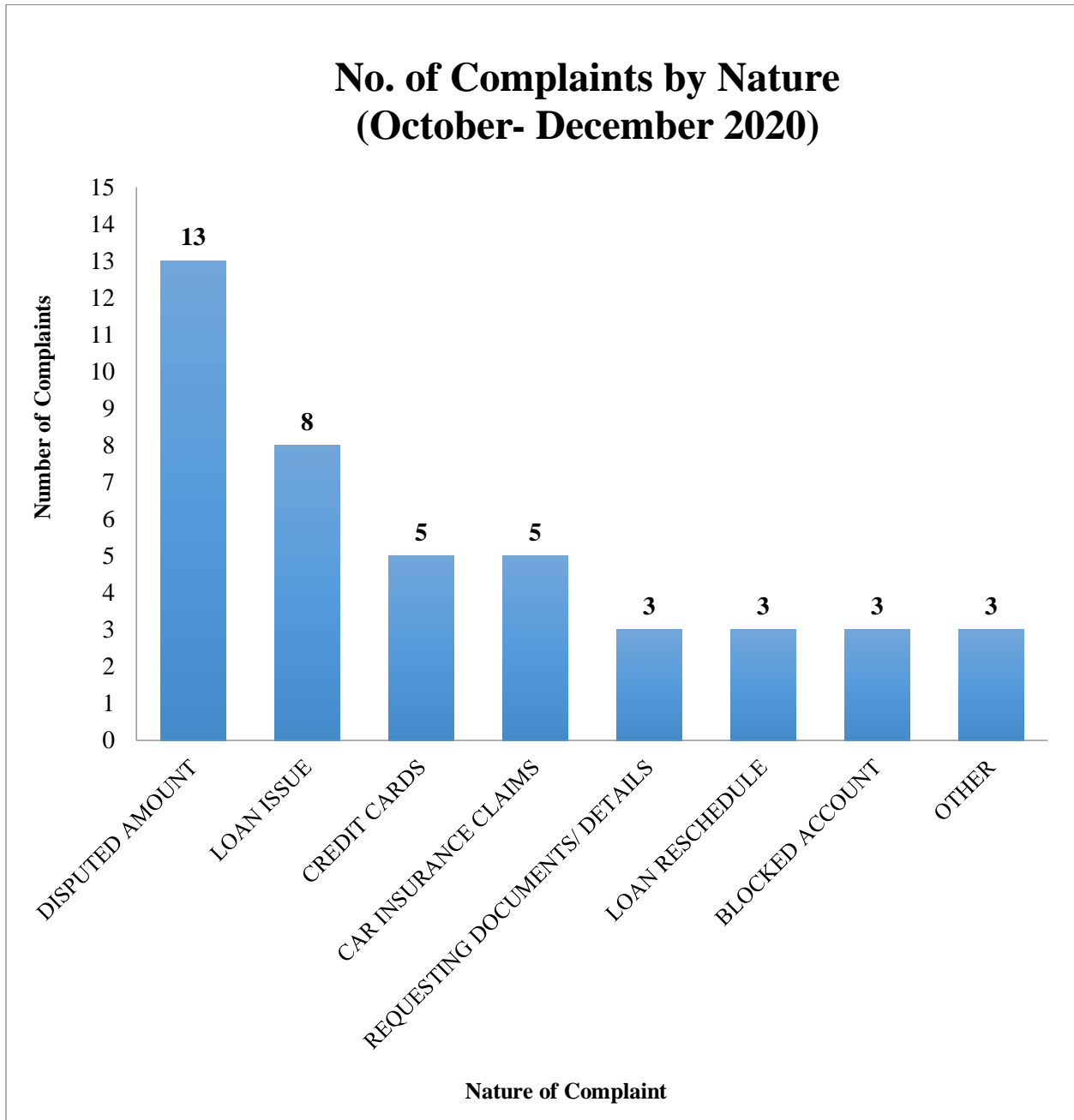
2. Concentration of Complaints:

The complaints received during **October-December 2020** are reported with respect to the following financial institutions, banks, and insurance companies 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 October - December 2020.



Following are detailed classifications on the nature of complaints:

3.1 Disputed Amount:

The CP unit received 13 complaints regarding Disputed Amounts. Complaints regarding Disputed Amounts pertain specifically to Arab Financial Services, Ahli United Bank, AXA Insurance, Bank of Bahrain and Kuwait, Bahrain National Insurance, Nexus Financial Services, Kuwait Finance House, Solidarity Insurance, and Standard Chartered Bank

3.2 Loan issues:

The CP unit received 8 complaints regarding Loan Issues. Complaints regarding loans were pertaining specifically to Ahli United Bank, Bahrain Credit, Bank of Bahrain and Kuwait, Kuwait Finance House, Standard Chartered Bank, and CITI Bank.

3.3 Credit Cards:

The CP unit received 5 complaints regarding credit cards. Complaints regarding credit cards were pertaining specifically to Ithmaar Bank, Ahli United Bank, Bahrain Credit, and Credimax.

3.4 Car Insurance Disputes:

The CP unit received 5 complaints regarding Car Insurance Disputes between the customer and the insurance company. Complaints regarding Car Insurance Disputes were pertaining specifically to Bahrain Kuwait Insurance Company, Solidarity Insurance, and Gulf Union Insurance.

3.5 Requesting Documents/Details:

The CP unit received 3 complaints regarding Requesting Documents/ Details from the Bank. Complaints regarding Requesting Documents/ Details were pertaining specifically to Bahrain Islamic Bank, Standard Chartered Bank, and Khaleeji Commercial Bank.

3.6 Loan Reschedule:

The CP unit received 3 complaints regarding rescheduling existing loans on a longer period due to high monthly installments and difficulties in payment. Complaints regarding rescheduling loans were pertaining specifically to Bahrain Credit, Bahrain Islamic Bank, and Standard Chartered Bank.

3.7 Blocked Account Issues:

The CP unit received 3 complaints regarding Blocked Account Issues. Complaints regarding Blocked Account Issues pertain specifically to AlBaraka Bank, Ithmaar Bank, and Bahrain Credit.

3.8 Others:

The CP unit received 3 complaints regarding Mutual Fund Investments, Fixed Deposit Interest Deduction, and Advance Payment Guarantee. These complaints pertain specifically to Standard Chartered Bank, Kuwait Finance House, and Bank of Bahrain and Kuwait.

4. Status of Complaints

All the complaints received from October - December 2020 have been resolved.