



مصرف البحرين المركزي
Central Bank of Bahrain



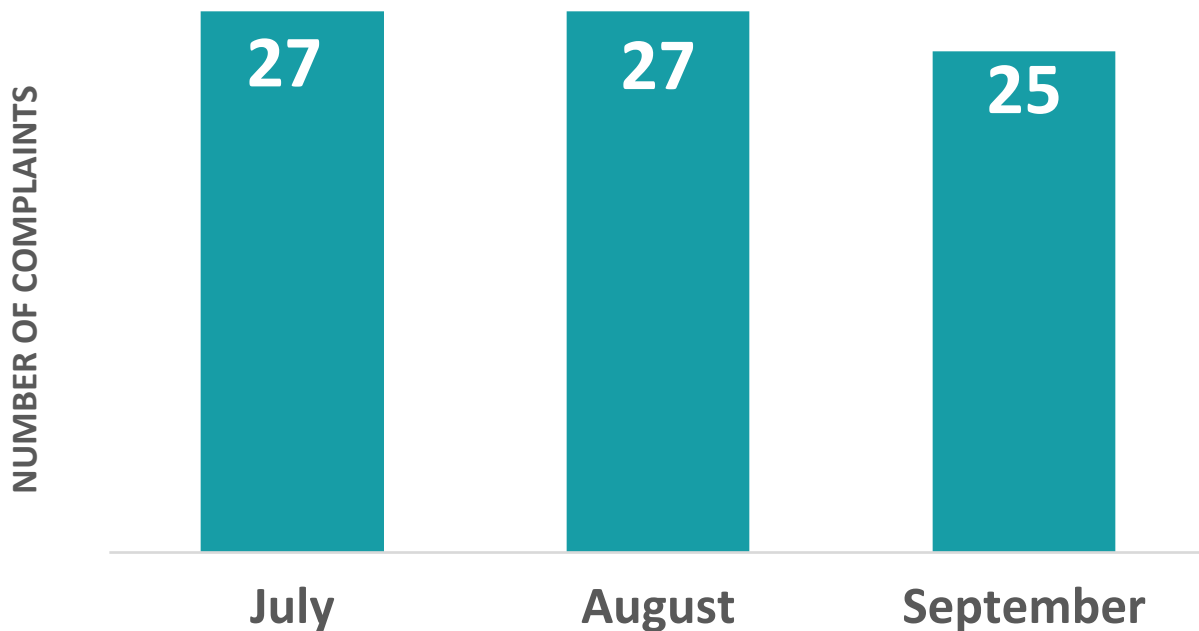
Customer Complaints Report

July- September 2022

Introduction

The Consumer Protection Unit received 27 complaints in July 2022, 27 complaints in August 2022, and 25 complaints in September 2022. Totalling 79 complaints. The following graph illustrates the monthly complaints received from 1st of July to 30th of September 2022.

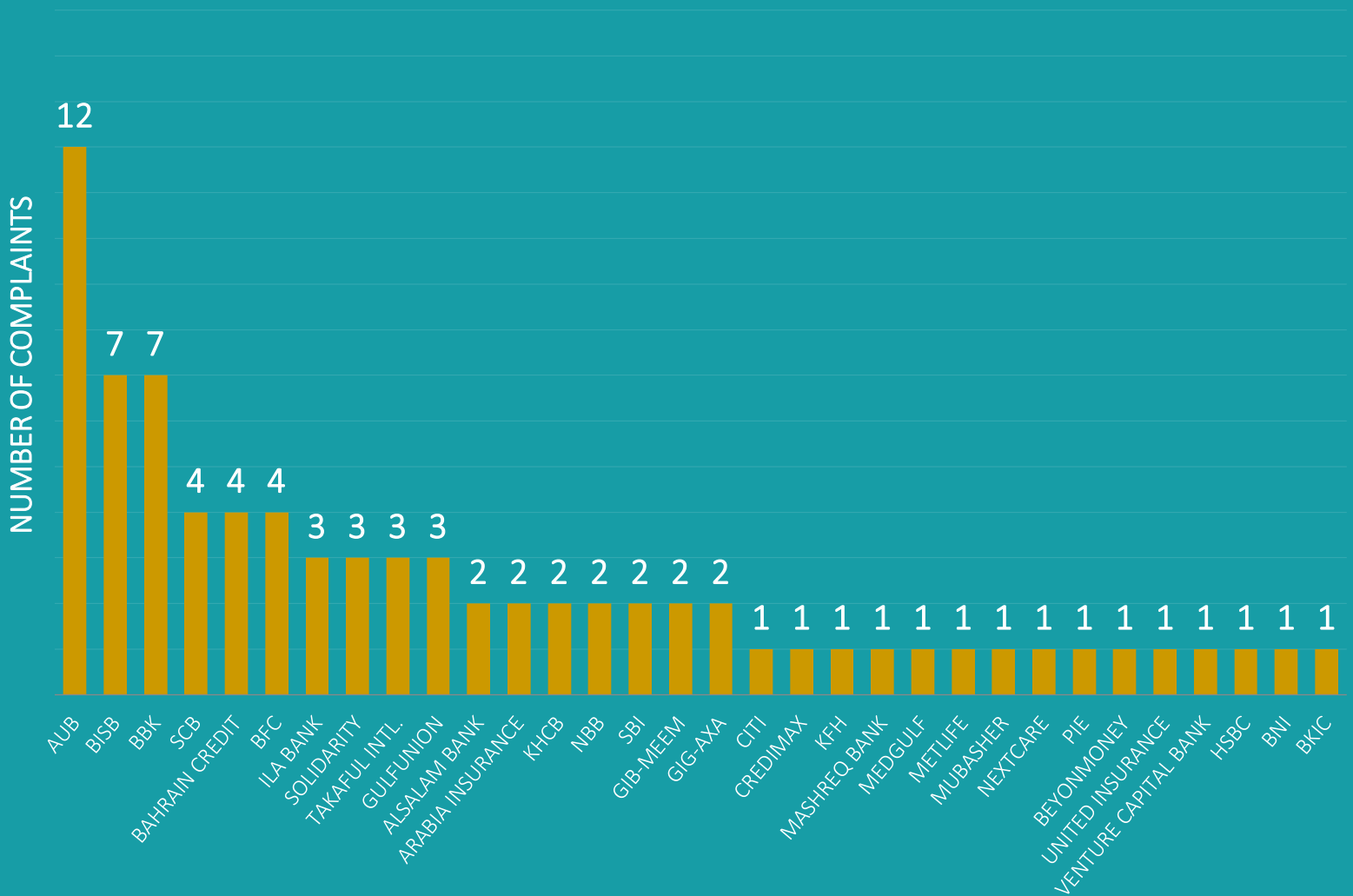
Monthly Complaints for Year 2022



Concentration of Complaints

The complaints received during July-September 2022 are reported with respect to the following financial institutions, banks, and insurance companies as illustrated in the graph below.

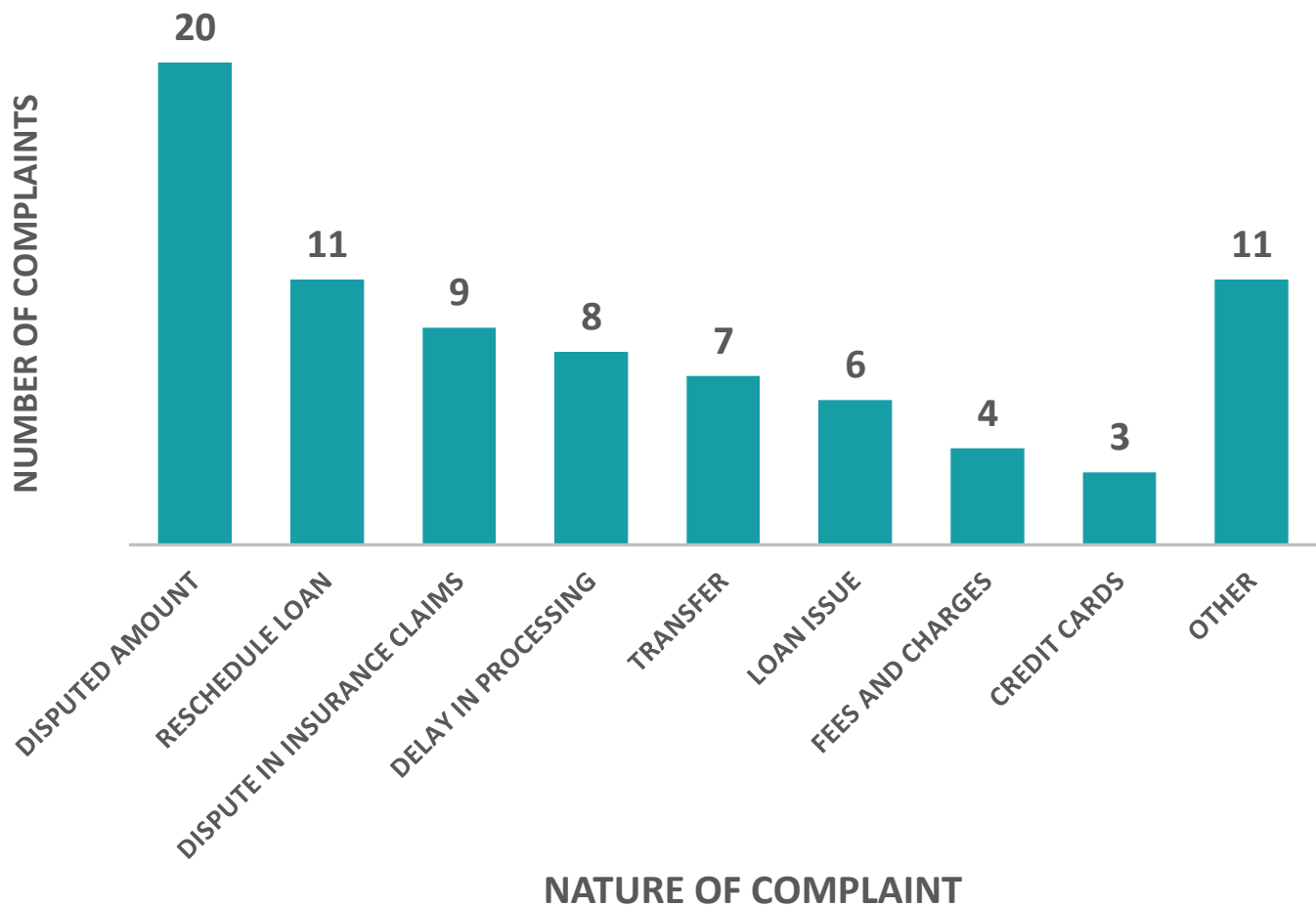
No. of Complaints (July-September 2022)



Nature of Complaints

The following chart demonstrates the nature of complaints received by the Consumer Protection Unit during the months of July-September 2022.

No. of Complaints by Nature (July-September 2022)



Following are detailed classifications on the nature of complaints

Regarding Disputed Amounts, the Consumer Protection Unit received 20 complaints. The nature of these complaints includes fraudulent transactions, technical issues in the banks system, unagreed car insurance total loss compensation, not receiving an amount after transfer cancelation, cancelation and refund on Mastercard transaction, and refund on premium of medical insurance. Complaints regarding disputed amounts pertain specifically to Ahli United Bank, Bank of Bahrain & Kuwait, Bahrain Islamic Bank, Credimax, Gulf Insurance Group-AXA, Gulf Union Insurance & Reinsurance Co., HSBC, Ila Bank, National Bank of Bahrain, State Bank of India, and Standard Chartered Bank.

In relation to the Reschedule Loan issues, 11 complaints were registered by the Unit regarding reschedule loan issues. The nature of these complaints includes the customers that want to reschedule their loan with the banks as they are finding it hard to pay their loan installment amount. Complaints regarding reschedule loan issues pertain specifically to Alsalam Bank, Ahli United Bank, Bahrain Credit, Bank of Bahrain & Kuwait, and Standard Chartered Bank.

Concerning the Disputes on Insurance Claims, the complaints received by the Consumer Protection Unit totaled 9 complaints regarding disputes on Insurance claims. The disputes include car insurance, electronic device insurance, and medical insurance claims. The nature of the complaints includes disagreements & delay in car repair, disagreements in applying the signed insurance policy terms and conditions, and car replacement. Complaints regarding disputes on Insurance claims were pertaining specifically to Bahrain & Kuwait Insurance Co., Arabia Insurance Co., Takaful International Co., United Insurance Co., Solidarity Bahrain, and Gulf Insurance Group-AXA.

Regarding the Delay in Processing, the Consumer Protection unit received 8 complaints. The nature of these complaints includes closing a credit card of a deceased customer, delay in finalizing car insurance claim, delay in finalizing medical insurance claim, policy maturity payment, delay in crediting cashback amount because of a technical issue, closing a loan facility and releasing the property, and delay in finalizing a car insurance total loss amount. Complaints regarding delay in processing were pertaining specifically to Bahrain Credit, Gulf Union Insurance & Reinsurance Co., Medgulf Takaful, Nextcare Bahrain Ancillary Services Co., American Life Insurance Co. (Metlife), Gulf International Bank (Meem), and Bahrain National Insurance Co.

As for the Transfer issues, the Unit got 7 complaints regarding transfers. The nature of these complaints includes Delay in the transfer amount reaching the beneficiary customer, cancelation and refund of transfer amount. Complaints regarding transfer issues were pertaining specifically to Ahli United Bank, Bahrain Financing Company, Bahrain Islamic Bank, and Ila Bank.

In relation to Loan Issues, 6 complaints were received by the Consumer Protection Unit regarding loan issues. The nature of these complaints includes placing a hold on the customer account of the loan installment amount before the agreed deduction due date, problem in deducting the customer loan installments, interest rate, postponement of loan, rejecting a loan request, bank unable to obtain the title deed of a property to be given to the customer after he pays off the mortgage loan. Complaints regarding loan issues were pertaining specifically to Ahli United Bank, Bahrain Islamic Bank, Mashreq Bank, National Bank of Bahrain, and Khaleeji Commercial Bank.

The Fees and Charges, totalled to be 4 complaints received by the Unit. The nature of these complaints includes deducting incorrect charges due to system technical issues, increase in car insurance premium, and credit card charges. Complaints regarding fees and charges were pertaining specifically to Standard Chartered Bank, Arabia Insurance Co., Mubasher Financial Services, and Khaleeji Commercial Bank.

Regarding Credit Cards, the Consumer Protection unit received 3 complaints. The nature of these complaints includes problem with settlement agreement to pay the outstanding amount, cancelation of loan, and credit card closure. Complaints regarding credit cards were pertaining specifically to Bahrain Credit, Citi Bank, and Gulf International Bank (Meem).

As for the Other Complaints, 11 complaints were received by the Consumer Protection unit regarding Atm withdrawal, breaking the Time Deposit Account, hold placed on customer account, no response to an official complaint by the customer within the time frame required, closed/block accounts, prepaid card refund, debit card issue, technical issue, and an investment contract. These Complaints pertain specifically to Batelco Financial Services (Beyon money), Alsalam Bank, Ahli United Bank, Gulf Union Insurance & Reinsurance Co., Ila Bank, Kuwait Finance House, Payment International Enterprise, State Bank of India, Standard Chartered Bank, and Venture Capital Bank.

Status of Complaints

All the complaints received from July-September 2022 have been resolved.



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