



مصرف البحرين المركزي

Central Bank of Bahrain

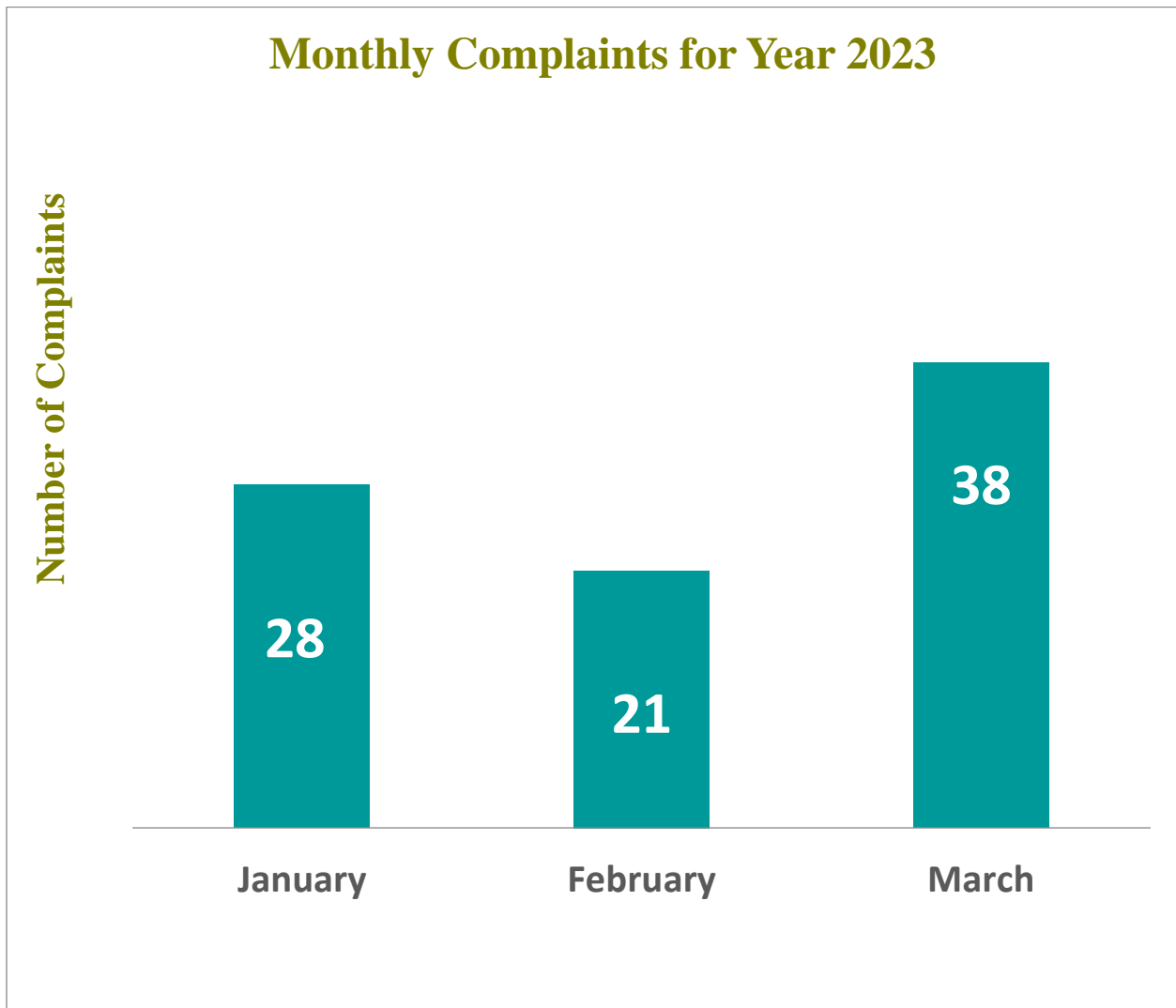


Customer Complaints Report

January - March 2023

Introduction

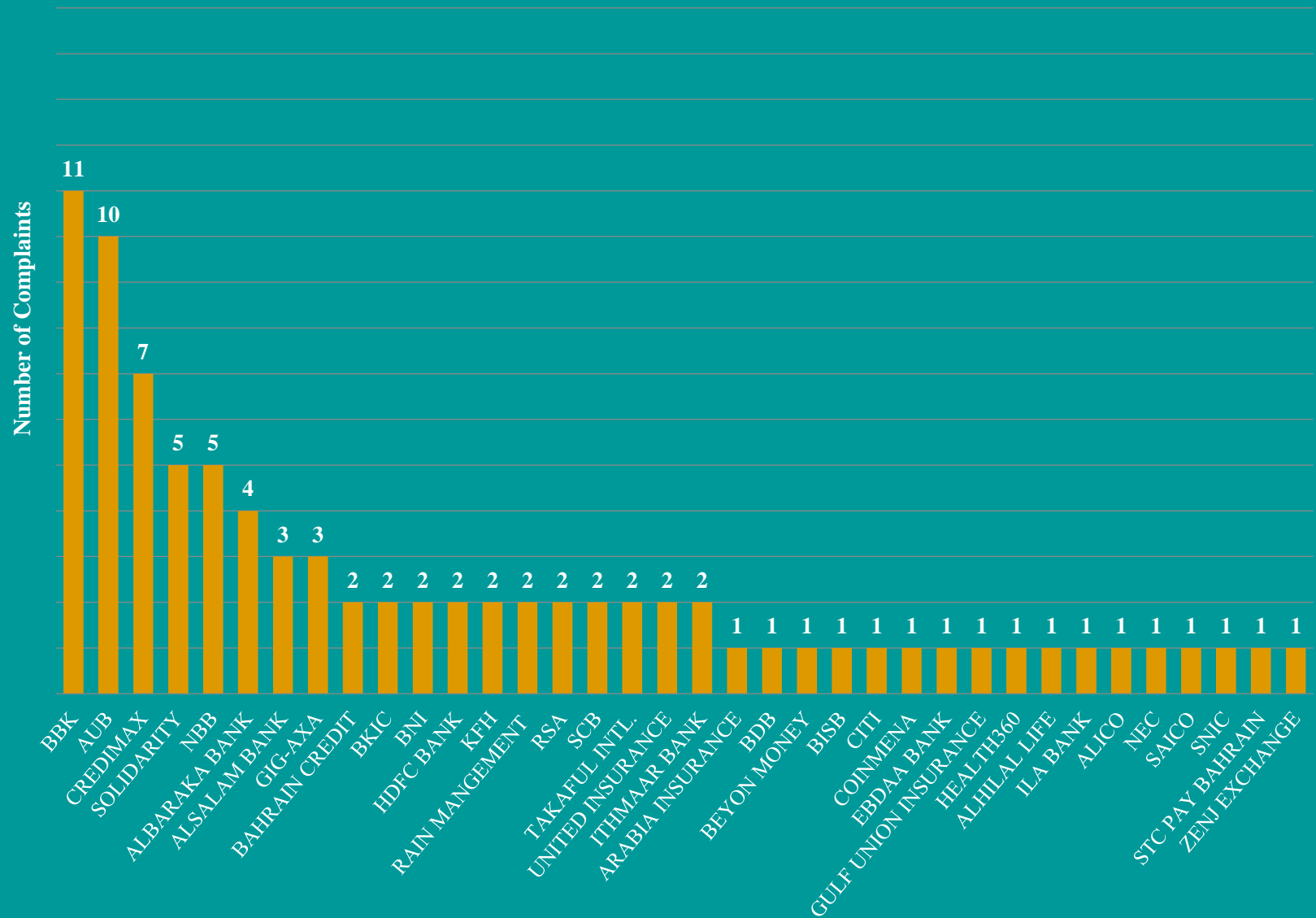
The Consumer Protection Unit received 28 complaints in January 2023, 21 complaints in February 2023, and 38 complaints in March 2023. Totalling 87 complaints. The following graph illustrates the monthly complaints received from 1st of January to 31st of March 2023.



Concentration of Complaints

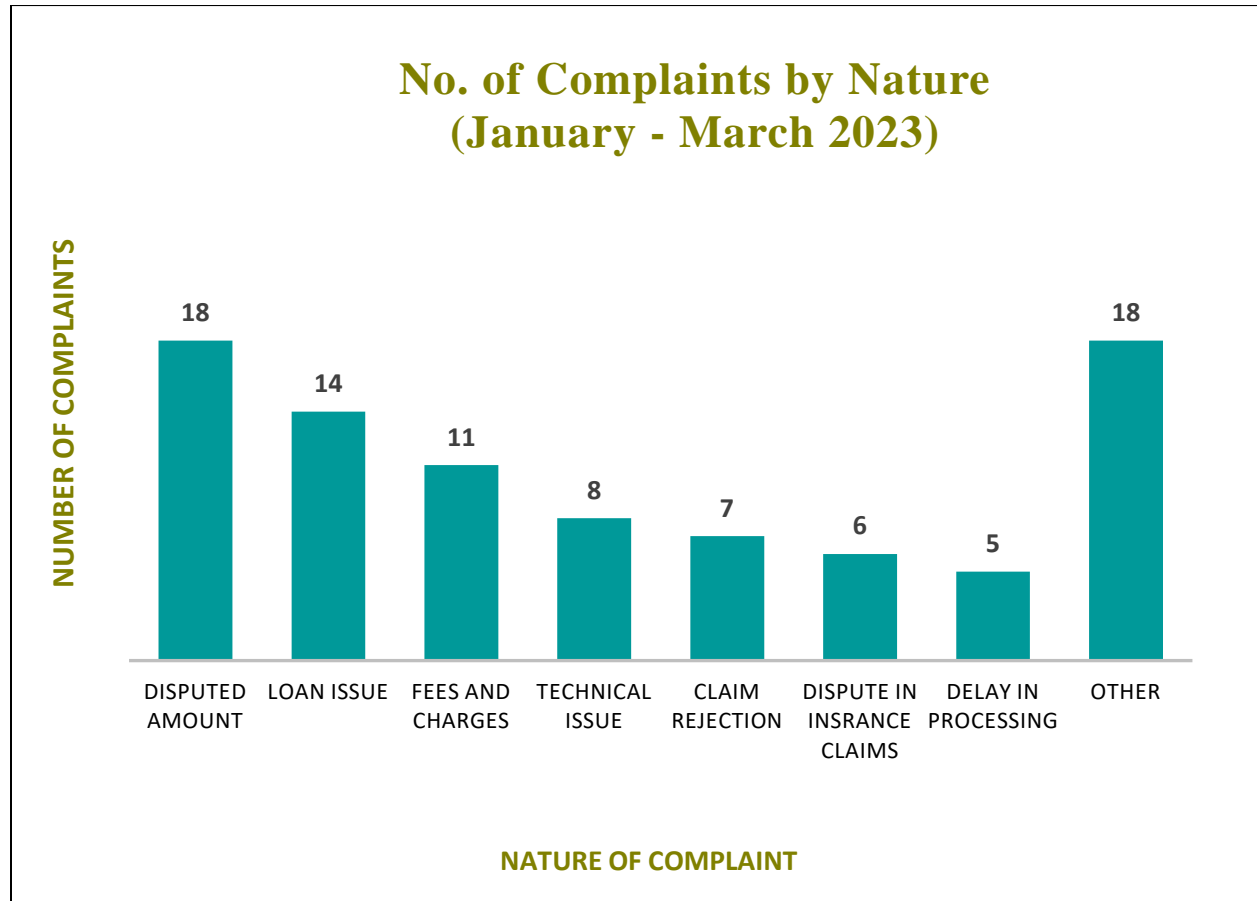
The complaints received during January – March 2023 are reported with respect to the following financial institutions, banks, and insurance companies as illustrated in the graph below:

No. of Complaints (January- March 2023)



Nature of Complaints

The following chart demonstrates the nature of complaints received by the Consumer Protection Unit during the months of January - March 2023.



Following are detailed classifications on the nature of complaints:

Regarding Disputed Amounts, the Consumer Protection Unit received 18 complaints. The nature of these complaints includes fraudulent transactions, cashback dispute, transfer amount, unagreed car insurance total loss compensation amount, compensation amount for the loss of days in repair for taxi/driving

instructor, compensation amount on car insurance road assist, compensation amount for car repair and a transaction refund dispute. Complaints regarding disputed amounts pertain specifically to Albaraka Bank, Ahli United Bank, Bank of Bahrain & Kuwait, Beyon Money, Bahrain National Insurance, Coinmena, Credimax, National Bank of Bahrain, Saudi Arabian Insurance Company, Solidarity Insurance, and United Insurance.

In relation to Loan Issues, 14 complaints were received by the Consumer Protection Unit. The nature of these complaints includes loan contract terms & conditions, deducting amount after closing a loan, technical issues, hold placed on loan installment, deducting loan installment before agreed due date, Mazaya loan, not granting a client a loan, outstanding balance of the loan, and rescheduling loans. Complaints regarding loan issues were pertaining specifically to Kuwait Finance House, Albaraka Bank, Ahli United Bank, Bahrain Development Bank, Citi Bank, and National Bank of Bahrain.

The Fees and Charges, totalled to be 11 complaints received by the the Consumer Protection Unit. The nature of these complaints includes loan fees, interest on credit card, charges on the account balance below minimum, fees for breaking fixed deposit, exchange rate, multicurrency fees, credit card fees, loan interest, and transfer charges. Complaints regarding fees and charges were pertaining specifically to Bank of Bahrain & Kuwait, Ahli United Bank, Credimax, NEC, Bahrain Credit, Ebdaa Bank, ALSalam Bank, and Standard Chartered Bank.

Regarding technical issues, 8 complaints were registered by the Consumer Protection Unit. The nature of these complaints includes bank systematic issues. Complaints regarding technical issues pertain specifically to Bank of Bahrain & Kuwait.

As for Claim Rejection, the Consumer Protection unit received 7 complaints. The nature of these complaints includes rejection of car insurance claims, life insurance claims, medical insurance claims, and property fire insurance claims. Complaints regarding claim rejection were pertaining specifically to Solidarity, United Insurance, Bahrain Kuwait Insurance Company, SNIC Insurance, GIG-AXA, and Bahrain National Insurance Company.

Concerning the Disputes on Insurance Claims, the complaints received by the Consumer Protection Unit totaled 6 complaints. The disputes include car insurance and life insurance claims. The nature of the complaints includes disagreements & delay in car repair and disagreements in applying the signed insurance policy terms and conditions. Complaints regarding disputes on Insurance claims were pertaining specifically to, Bahrain Kuwait Insurance Company, GIG-AXA, Royal and Sun Alliance Insurance, Takaful international Company, and Alhilal Life.

Regarding the Delay in Processing, the Consumer Protection unit received 5 complaints. The nature of these complaints includes delay in processing a disputed amount deducted from a client account and delay in processing car insurance claims. Complaints regarding delay in processing were pertaining specifically to Ithmaar Bank, GIG-AXA, Royal and Sun Alliance Insurance, and Solidarity.

As for the Other Complaints, 18 complaints were received by the Consumer Protection unit regarding, amount limit on medical insurance claim compensation due to chronic/ pre-existing condition, deposit, prize/ gift voucher, electronic banking application arguments between the bank and the client, block/hold on customer bank account, insurance income builder policy, transfers, interest on fixed deposit, investment, request a credit card statement. These Complaints pertain specifically to Health 360 Ancillary Services Co., Ithmaar Bank, Albaraka Bank, Alsalam Bank, Bahrain Islamic Bank, Credimax, HDFC Bank, Ila Bank, Kuwait Finance House, American Life Insurance Co., National Bank of Bahrain, Rain Management, STC Pay, and Zenj Exchange Co.



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>