



مصرف البحرين المركزي

Central Bank of Bahrain

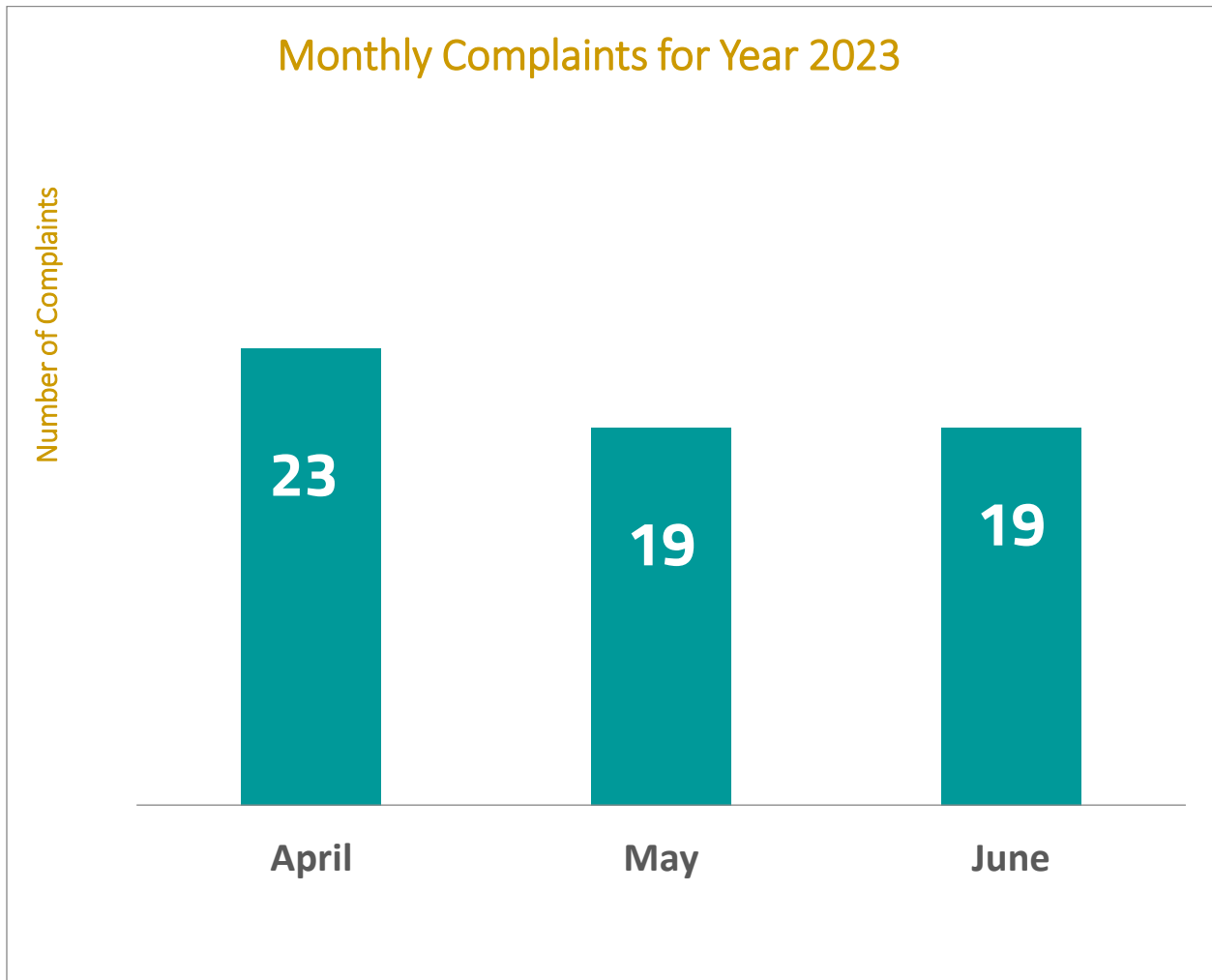


Customer Complaints Report

April - June 2023

Introduction

The Consumer Protection Unit received 23 complaints in April 2023, 19 complaints in May 2023, and 19 complaints in June 2023. Totalling 61 complaints. The following graph illustrates the monthly complaints received from 1st of April to 30th of June 2023.



Concentration of Complaints

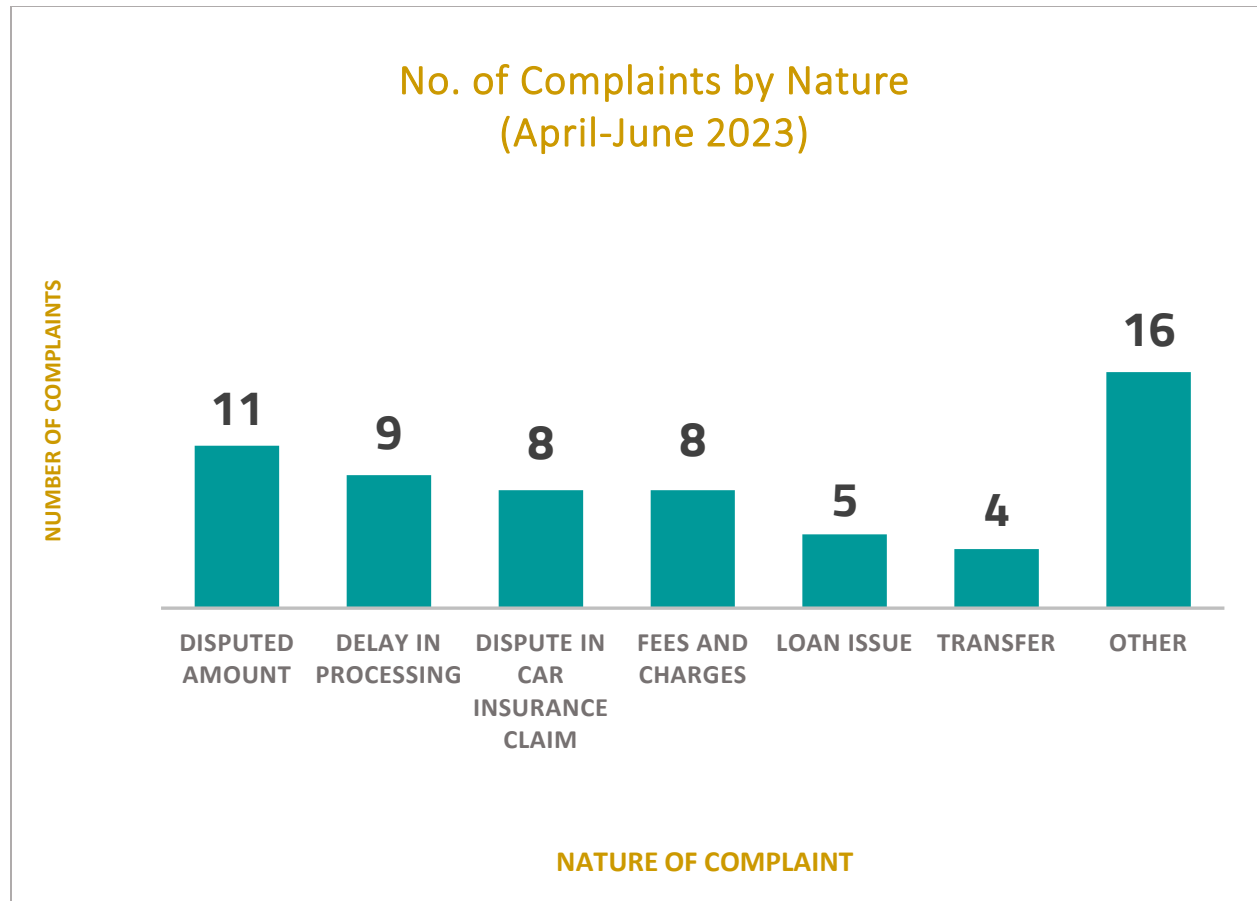
The complaints received during April-June 2023 are reported with respect to the following financial institutions, banks, and insurance companies as illustrated in the graph below:

No. of Complaints (April-June 2023)



Nature of Complaints

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



Following are detailed classifications on the nature of complaints:

Regarding Disputed Amounts, the Consumer Protection Unit received 11 complaints. The nature of these complaints includes fraudulent transactions, atm withdrawal, card top up amount, compensation amount for the loss of days in repair for taxi/driving instructor, refund on deducted amount, refund on insurance premium, amount not credited into customer's account, cash settlement for car repair, and deducting the loan installment before due date. Complaints regarding

disputed amounts pertain specifically to HSBC, National Bank of Bahrain, Ahli United Bank, United Insurance Company, Alsalam Bank, Arad Financial Services Company, Solidarity Insurance, and Standard Chartered Bank.

Regarding the Delay in Processing, the Consumer Protection unit received 9 complaints. The nature of these complaints includes delay in processing settlement of payments, delay in processing car insurance claims, and delay in closing customer's account. Complaints regarding delay in processing were pertaining specifically to Sadad Electronic Payment System, Bahrain Kuwait Insurance Company, The New India Assurance Company, Takaful International Co., Royal and Sun Alliance Insurance, and Gulf International Bank-Meem.

Concerning the Disputes on Car Insurance Claims, the complaints received by the Consumer Protection Unit totaled 8 complaints. The nature of the complaints includes disagreements in car insurance claims between the insurance company and the customer. Complaints regarding disputes on car Insurance claims were pertaining specifically to, Arabia Insurance Company, Saudi Arabia Insurance Company, Solidarity Insurance, United insurance Company, and Royal and Sun Alliance Insurance.

The Fees and Charges, totalled to be 8 complaints received by the the Consumer Protection Unit. The nature of these complaints includes Atm withdrawal charges, credit card fees, transfer charges, and administration fees for printing Vat Invoices. Complaints regarding fees and charges were pertaining specifically to HSBC, Citi Bank, Gulf International Bank-MEEM, Bank of Bahrain & Kuwait, Kuwait Finance House, Ithmaar Bank, and Ila Bank.

In relation to Loan Issues, 5 complaints were received by the Consumer Protection Unit. The nature of these complaints includes the customer's disapproval

on the calculation of the outstanding balance of the loan, deduction of pensioners final financial compensation rights credited by employer, and heir's payment of the outstanding loan amount related to a deceased family member. Complaints regarding loan issues were pertaining specifically to Arab Bank, Bahrain Islamic Bank, HSBC, and Bahrain Credit.

Regarding transfer issues, 4 complaints were registered by the Consumer Protection Unit. The nature of these complaints includes transfers not being received by beneficiary in a normal time frame. Complaints regarding transfer issues pertain specifically to ALSalam Bank, Beyon Money, Bank of Bahrain & Kuwait, and Citi Bank.

As for the Other Complaints, 16 complaints were received by the Consumer Protection unit regarding, rescheduling loans, loan title deed adjustment, customer account restriction, cheque not credited, claim rejection of medical and travel insurance claims, , misunderstanding between the insurance company and the customer on issuing a car insurance policy, investment contract issues, customer dissatisfaction on the returns of the his retirement plan contract, returned cheques, finalizing transformation of title deed, held amount by bank, technical issues, and finalizing the process of mazaya loan. These Complaints pertain specifically to Al Hilal Takaful, ALSalam Bank, Arabia Insurance Company, Ahli United Bank, Bahrain Credit, Bank of Bahrain & Kuwait, Bahrain Islamic Bank, Kuwait Finance House, Khaleeji Bank, Nexus Financial Services, SNIC, United Insurance Company, and Venture Capital Bank.



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>