



مصرف البحرين المركزي

Central Bank of Bahrain

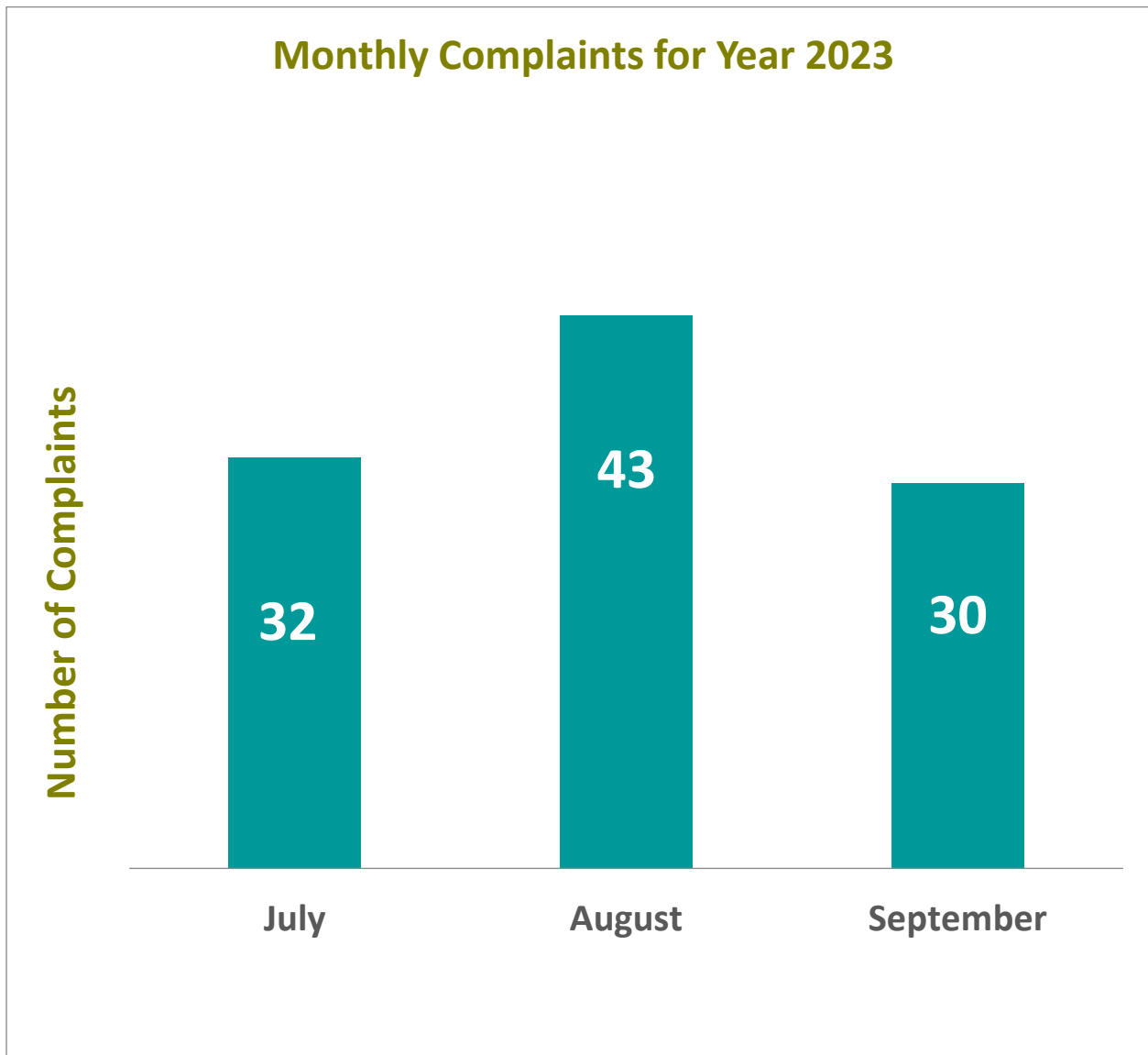


Customer Complaints Report

July - September 2023

Introduction

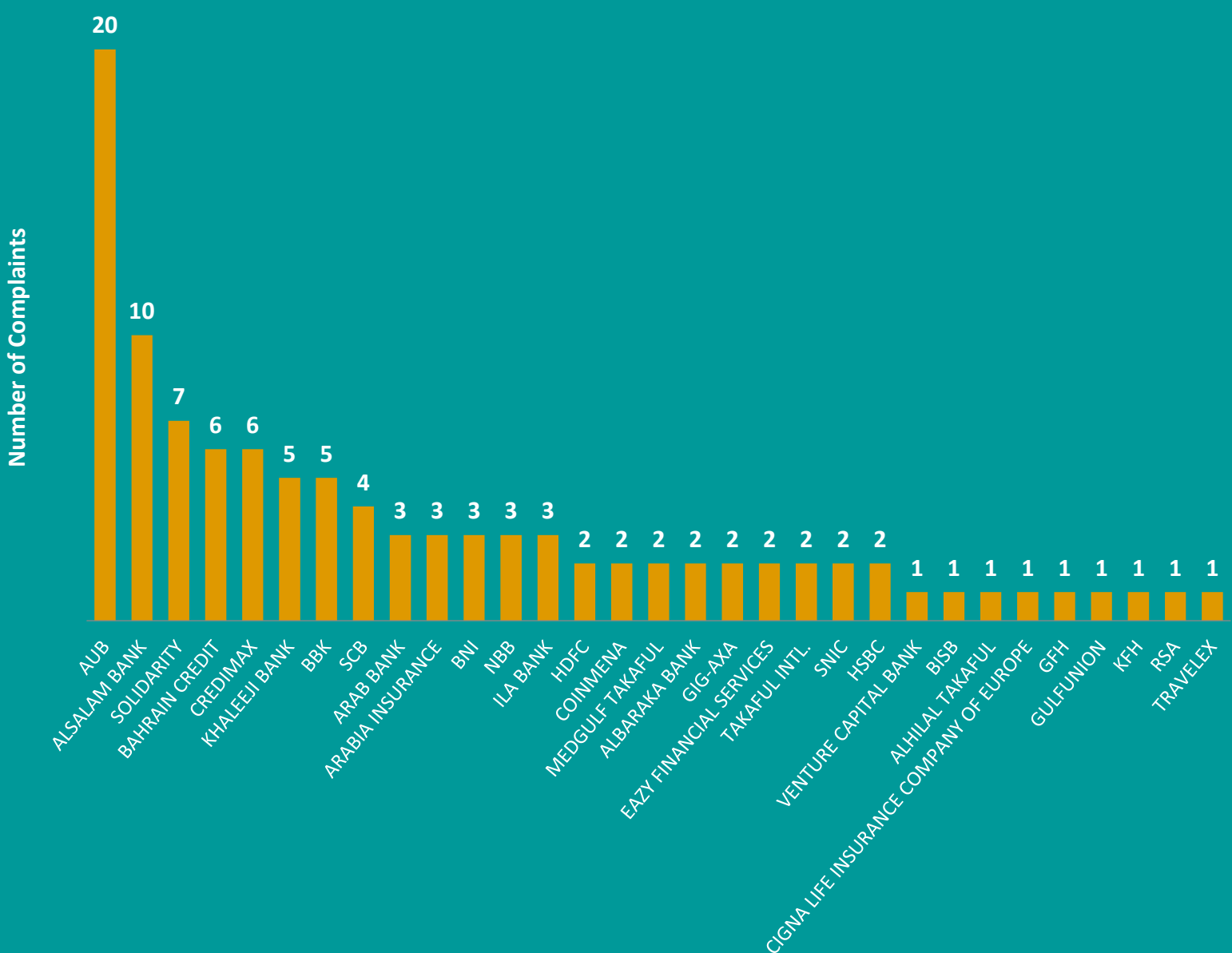
The Consumer Protection Unit received 32 complaints in July 2023, 43 complaints in August 2023, and 30 complaints in September 2023. Totalling 105 complaints. The following graph illustrates the monthly complaints received from 1st of July to 30th of September 2023.



Concentration of Complaints

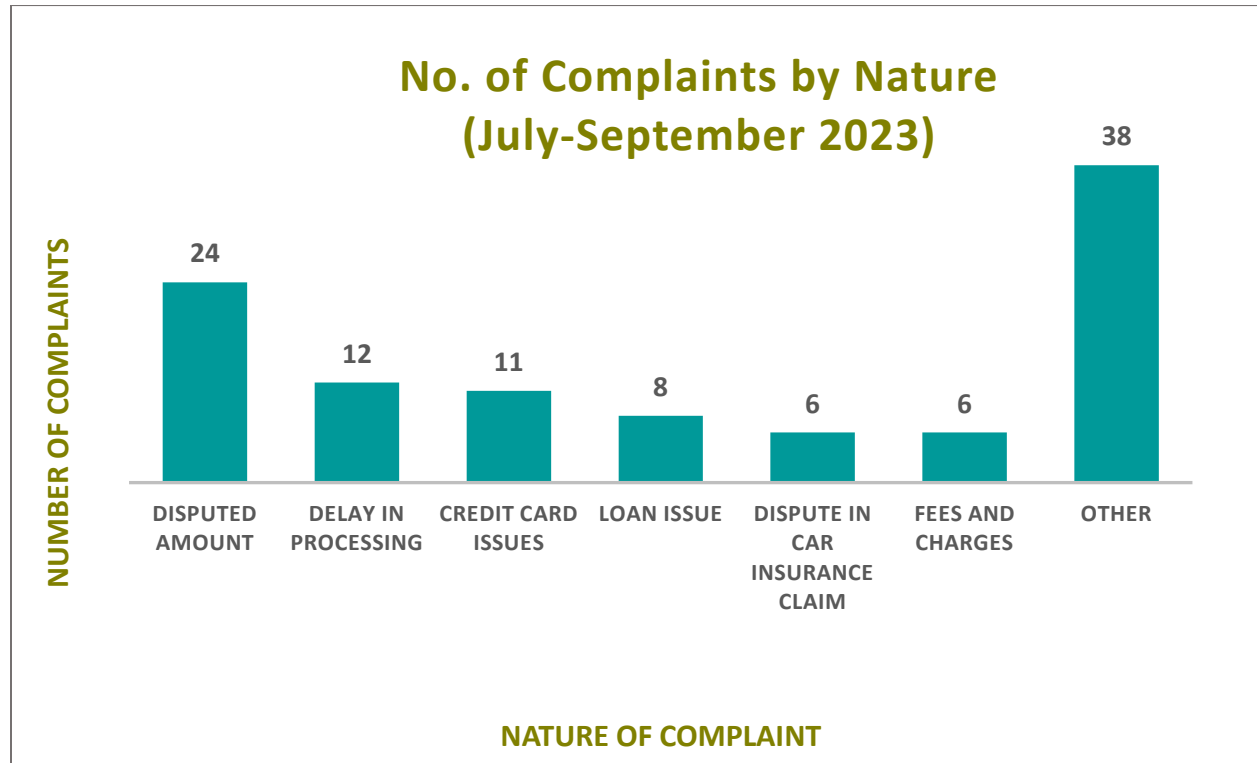
The complaints received during July - September 2023 are reported with respect to the following financial institutions, banks, and insurance companies as illustrated in the graph below:

No. of Complaints (July-September 2023)



Nature of Complaints

The following chart demonstrates the nature of complaints received by the Consumer Protection Unit during the months of July – September 2023.



Following are detailed classifications on the nature of complaints:

Regarding Disputed Amounts, the Consumer Protection Unit received 24 complaints. The nature of these complaints includes fraudulent transactions, refund on deducted amount, total loss amount for car cancelation, payment not credited, cash settlement for car repair, compensation amount for the loss of days in repair for taxi/driving instructor, deducting the loan installment before due date, deduction on pre-paid card, double deductions on one payment, and hold amount on dormant debit card. Complaints regarding disputed amounts pertain specifically

to Alsalam Bank, Arab Bank, Arabia Insurance, Ahli United Bank, Bank of Bahrain & Kuwait, Bahrain National Insurance Co., Coinmena, Credimax, HSBC, Ila Bank, Khaleeji Bank, National Bank of Bahrain, Standard Chartered Bank, SNIC Insurance, and Solidarity Insurance.

Regarding the Delay in Processing, the Consumer Protection unit received 12 complaints. The nature of these complaints includes delay in transferring credit card points, credit card restructure, delay in processing car insurance claims, delay in processing medical insurance claims, and delay in providing a customer the non-liability certificate. Complaints regarding delay in processing were pertaining specifically to Ahli United Bank, Alsalam Bank, Arabia Insurance, Bahrain Credit, Bahrain National Insurance, Cigna Life Insurance Company of Europe, Gulf Insurance Group-AXA, Medgulf Takaful, Royal and Sun Alliance Insurance, and Solidarity Insurance.

Regarding Credit Card issues, 11 complaints were registered by the Consumer Protection Unit. The nature of these complaints includes the customer's disapproval on the calculation of the outstanding balance, card cancelation/closure, crediting the credit card proceeds to the wrong bank account, issuance of new card, fix double deductions, customer's request to increase credit card limit, issue with credit card statement, and refund on a deducted fraudulent amount. Complaints regarding credit card issues pertain specifically to Ahli United Bank, Eazy Financial Services, Credimax, and Alsalam Bank.

In relation to Loan Issues, 8 complaints were received by the Consumer Protection Unit. The nature of these complaints includes the heir's payment of the outstanding loan amount related to a deceased family member, loan rescheduling, Mazaya Loan issues, Disagreement between the bank with the customer on date of loan deduction, settlement of loan balance, and increased interest rate on current loan. Complaints regarding loan issues were pertaining specifically to Bahrain Credit, Arab Bank, Albaraka Bank, HSBC, and Khaleeji Bank.

Concerning the Disputes on Car Insurance Claims, the complaints received by the Consumer Protection Unit totaled 6 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 Gulf Insurance Group-AXA, Gulfunion Insurance & Reinsurance Co., Medgulf Takaful, Takaful International Co., and Solidarity Insurance.

The Fees and Charges, totalled to be 6 complaints received by the the Consumer Protection Unit. The nature of these complaints includes bank payment guarantee charges, breaking the bank Wakala Account Agreement charges, currency exchange commission fee, loan interest, printed Vat statement fees, and credit card conversion rate. Complaints regarding fees and charges were pertaining specifically to Alsalam Bank, Travelex Bahrain, Arab Bank, Bank of Bahrain & Kuwait, and Credimax.

As for the Other Complaints, 38 complaints were received by the Consumer Protection unit regarding medical insurance claim partially reimbursed to customer, closure/block of customer's account, customer request to change personal banking details, complaint regarding a bank's offer on credit cards, credit card closure, deduction of loan installment before agreed due date, delay of deduction of customer's monthly installment caused a negative impact on client's bureau report ,depositing cheque, bank's non-compliance to CBB'S Complaint procedure by not acknowledging the customer complaint within 5 working days, disclosure of customer's personal banking details, closure and refund of fixed deposit amount, bank holding 3 loan installments on customer account, incorrect transaction and charges on the customer's account, inquiry of deduction on customer's account, investment contract plan issues, Mutual Funds investment issues, not responding to client complaints, rejection of service to client, customer request on the non-liability certificate, update on the customer benefit report, bank deducting the whole Mazya loan installment including the subsidy from the Ministry of Housing, customer

request for credit card statement, reschedule loan, technical issues, and rejection of telephone insurance claim. These Complaints pertain specifically to Albaraka Bank, Alhilal Takaful, Alsalam Bank, Arabia Insurance, Ahli United Bank, Bahrain Credit, Bank of Bahrain & Kuwait, Bahrain Islamic Bank, Credimax, Eazy Financial Services, GFH Financial Group, HDFC Bank Limited, Ila Bank, Kuwait Finance House, Khaleeji Bank, National Bank of Bahrain, Standard Chartered Bank, SNIC Insurance, Solidarity Insurance, 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>