



مصرف البحرين المركزي
Central Bank of Bahrain

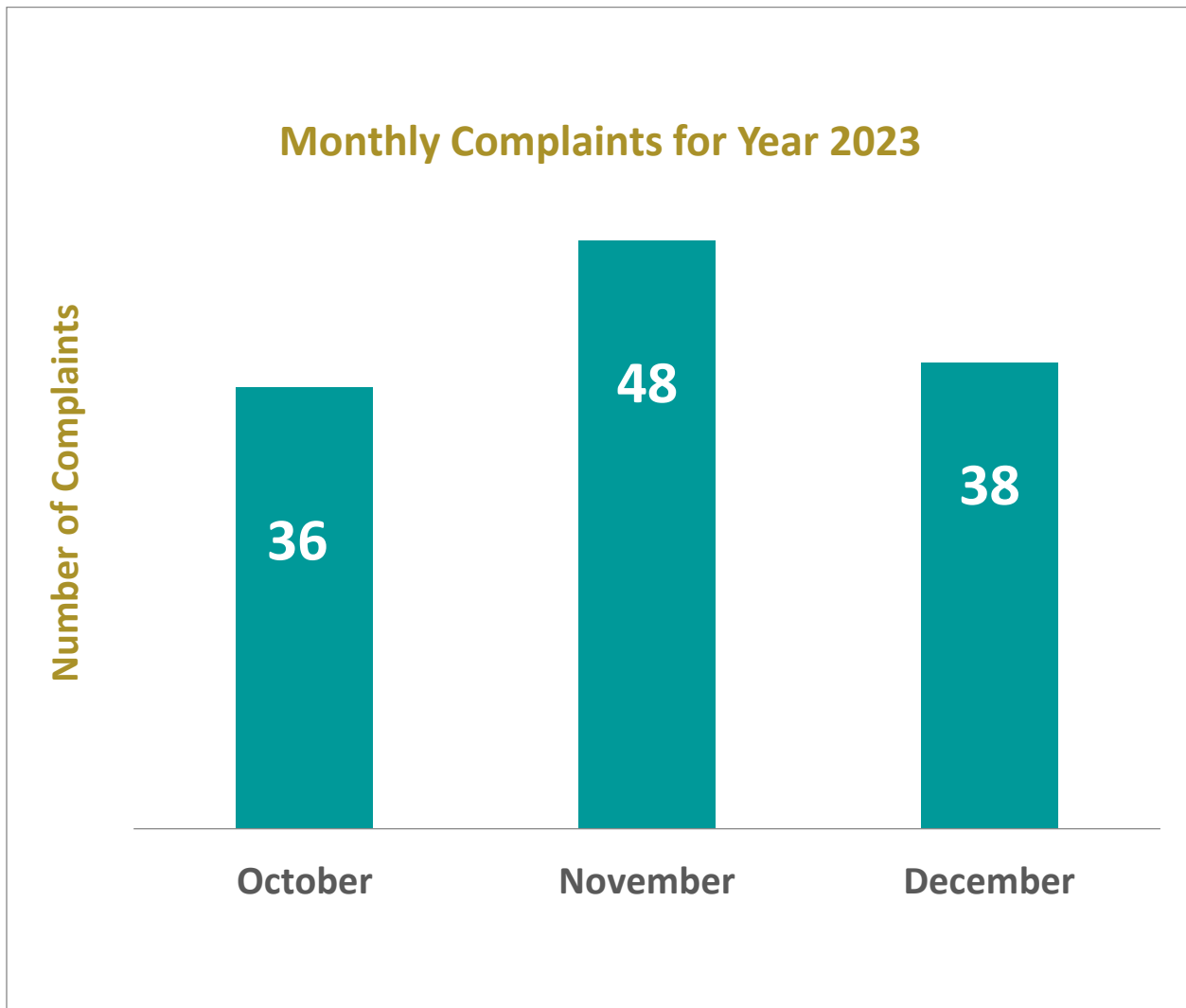


Customer Complaints Report

October-December 2023

Introduction

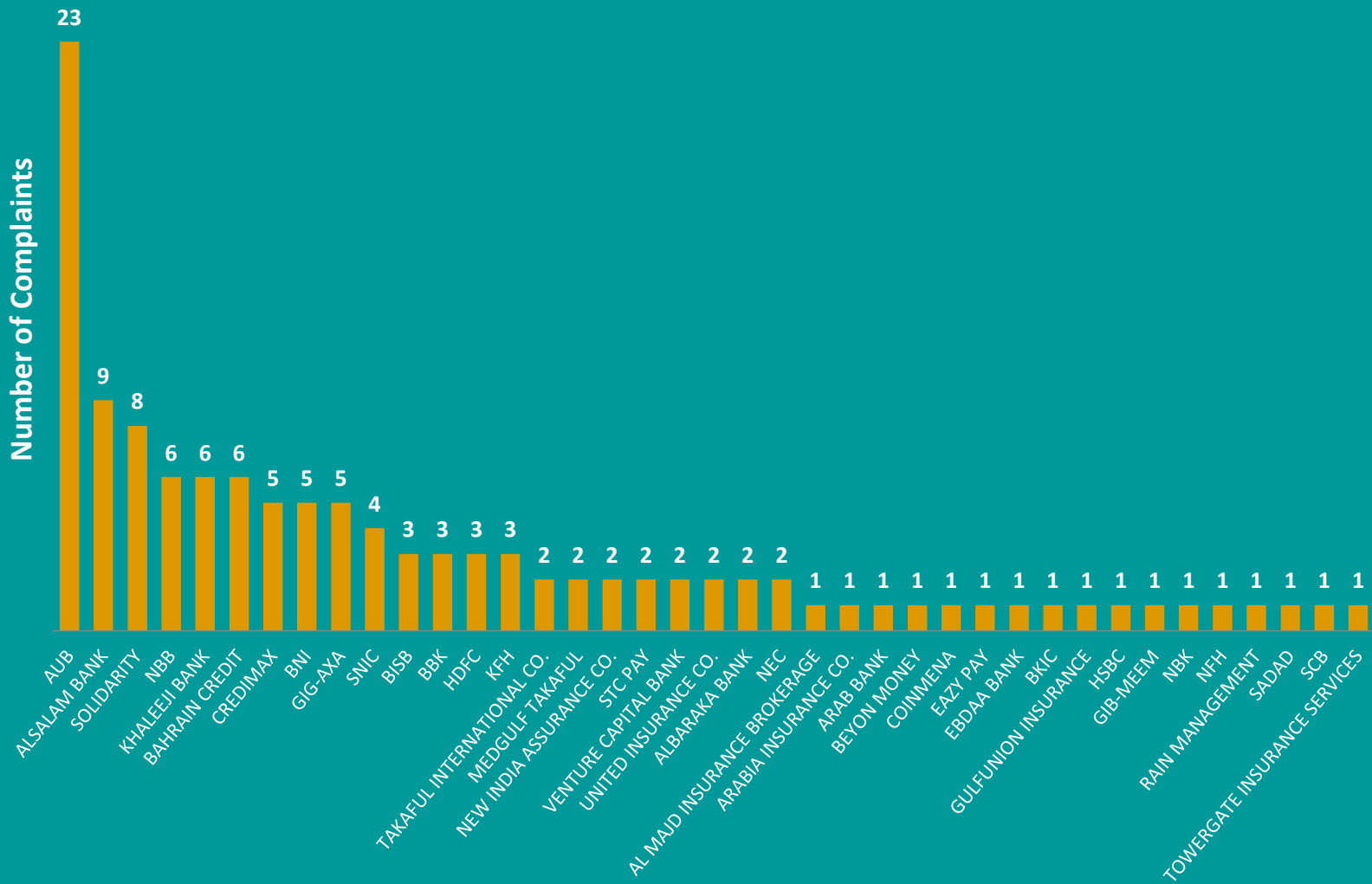
The Consumer Protection Unit received 36 complaints in October 2023, 48 complaints in November 2023, and 38 complaints in December 2023. Totalling 122 complaints. The following graph illustrates the monthly complaints received from 1st of October to 31st of December 2023.



Concentration of Complaints

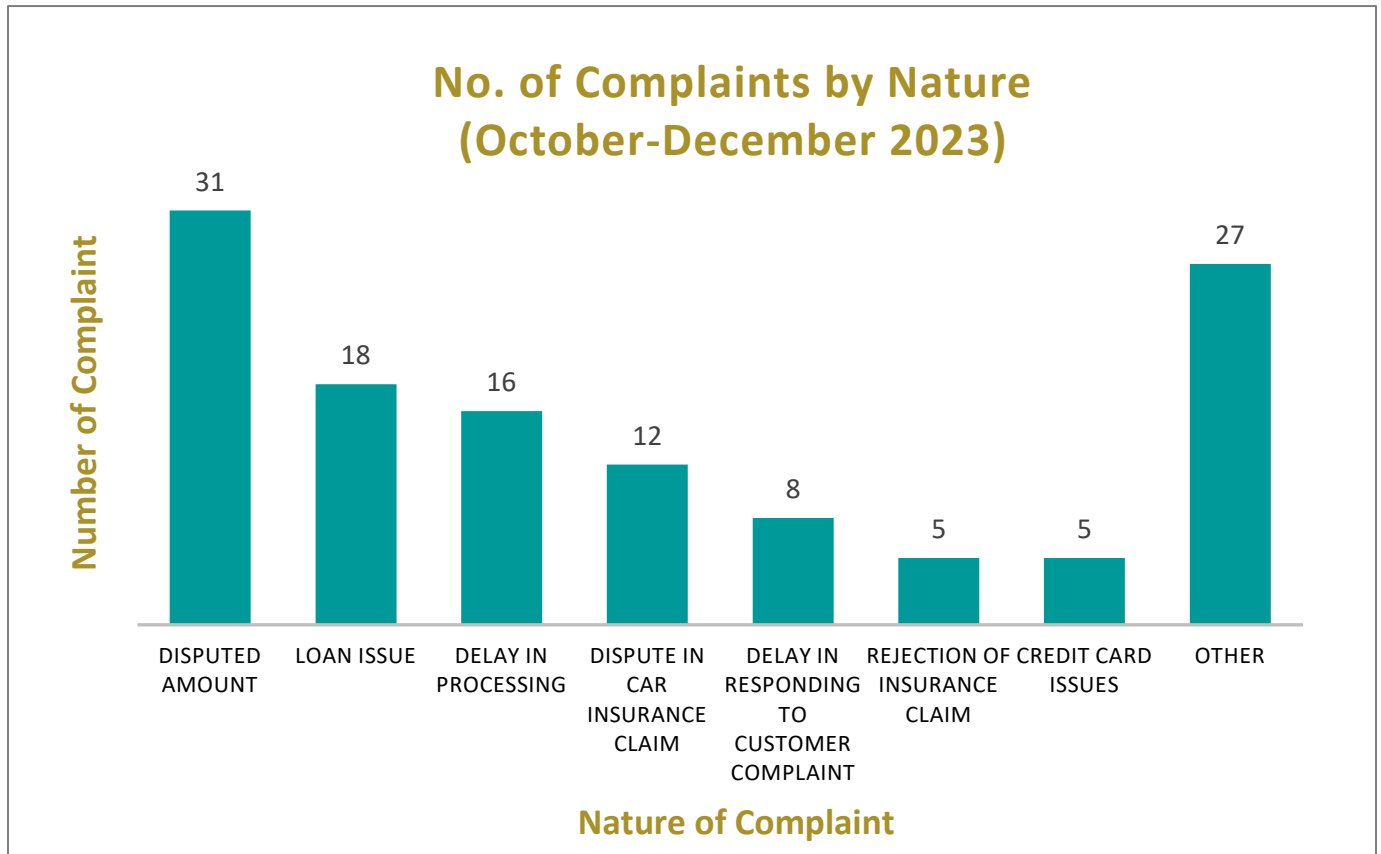
The complaints received during October-December 2023 are reported with respect to the following financial institutions, banks, and insurance companies as illustrated in the graph below:

No. of Complaints (October-December 2023)



Nature of Complaints

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



Following are detailed classifications on the nature of complaints:

Regarding Disputed Amounts, the Consumer Protection Unit received 31 complaints. The nature of these complaints includes fraudulent transactions, refund on deducted amount, cash settlement for car repair, refund on the outstanding car insurance premium, international transfer not received by beneficiary, dispute request made by customer for an amount refund, and delay in settlement of payments by payment provider. Complaints regarding disputed amounts pertain specifically to Alsalam Bank Ahli United Bank, Bank of Bahrain & Kuwait, Bahrain Islamic Bank, Credimax, Kuwait Finance House, Khaleeji Bank, National Bank of

Bahrain, NEC B.S.C, New India Assurance Company, Rain Management W.L.L, Sadad Electronic Payment System, Eazy Financial Services, Standard Chartered Bank, SNIC Insurance, and STC Pay.

In relation to Loan Issues, 18 complaints were received by the Consumer Protection Unit. The nature of these complaints includes settlement of the loan outstanding balance, the heir's payment of the outstanding loan amount related to a deceased family member, disagreement from the customer on the Debit Service Ratio (DSR) on the Loan, joint loan issue, customer disagreement on being the loan guarantor, requesting loan documents, and reschedule loan issue. Complaints regarding loan issues were pertaining specifically to Albaraka Bank, Alsalam Bank, Arab Bank, Ahli United Bank, Bahrain Credit, Ebdaa Bank, Khaleeji Bank, and National Bank of Bahrain.

Regarding the Delay in Processing, the Consumer Protection unit received 16 complaints. The nature of these complaints includes delay in processing car insurance claims, delay in updating the Benefit report record, delay in transferring the insurance cover to another person, delay in providing a customer the non-liability certificate and outstanding letters, delay in processing mortgage loan, and delay in processing refund request. Complaints regarding delay in processing were pertaining specifically to Bahrain National Insurance Company, Alsalam Bank, Bahrain Credit, Bahrain Islamic Bank, Takaful International Company, Bahrain Kuwait Insurance Company, New India Assurance Company, SNIC Insurance, Solidarity Insurance, Towergate Insurance Services, United Insurance Company, and Venture Capital Bank.

Concerning the Disputes on Car Insurance Claims, the complaints received by the Consumer Protection Unit totaled 12 complaints. The nature of the complaints includes disagreements in car insurance claims between the insurance company and the customer regarding car repair, disagreement on the Terms and Conditions of the insurance policy, and total loss amount of the car. Complaints

regarding disputes on car Insurance claims were pertaining specifically to Gulf Insurance Group-AXA, Arabia Insurance Company, Snic Insurance, Al Majd Insurance Brokerage, Bahrain National Insurance Company, Gulfunion Insurance & Reinsurance, and Solidarity Insurance.

Delay in responding to customer complaints, totalled to be 8 complaints received by the the Consumer Protection Unit. The nature of these complaints includes delay from the Licensee in responding to customer complaint within the time frame shown in the Central Bank of Bahrain Rulebook BC-9. Complaints regarding delay in responding to customer complaints were pertaining specifically to Alsalam Bank, Ahli United Bank, HSBC, Solidarity Insurance, Medgulf Takaful, and Bahrain National Insurance Company.

In relation to rejection of insurance claims, 5 complaints were received by the Consumer Protection Unit. The nature of these complaints includes rejection from insurance companies regarding the customer's insurance claims which include car insurance claims, medical insurance claims, and travel insurance claims. Complaints regarding rejection of insurance claims were pertaining specifically to Solidarity Insurance, United Insurance Company, Gulf Insurance Group-AXA , Medgulf Takaful, and Bahrain National Insurance Company.

Regarding Credit Card issues, 5 complaints were registered by the Consumer Protection Unit. The nature of these complaints includes card cancelation/closure , customer's collection of clearance letter, the customer's disapproval on the calculation of the outstanding balance, , re-issuance of new card, and settlement of outstanding amount. Complaints regarding credit card issues pertain specifically to Beyon Money Investments, and Ahli United Bank.

As for the Other Complaints, 27 complaints were received by the Consumer Protection unit regarding customer's request to close the account, delay in opening an account, updating the customer's benefit report, customer's request to cancel a dispute made, disagreement on the interest of the credit card, fixed deposit issues, not responding to the customer inquiry on a transfer made, investment issues, overdraft amount, partial rejection of travel insurance claim, request of bank statement details, retrieval of old cheque, technical issue, transfer issues, account block, discrepancies in account balance, and a customer receiving continuous messages from bank for marketing purposes. These Complaints pertain specifically to Albaraka Bank, Alsalam Bank, Ahli United Bank, Bahrain Credit, Bank of Bahrain & Kuwait, Coinmena, Gulf Insurance Group-AXA, HDFC Bank, Kuwait Finance House, Khaleeji Bank, Gulf international Bank-MEEM, National Bank of Bahrain, National Bank of Kuwait, NEC, National Finance House, STC Pay, 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>