



مصرف البحرين المركزي
Central Bank of Bahrain

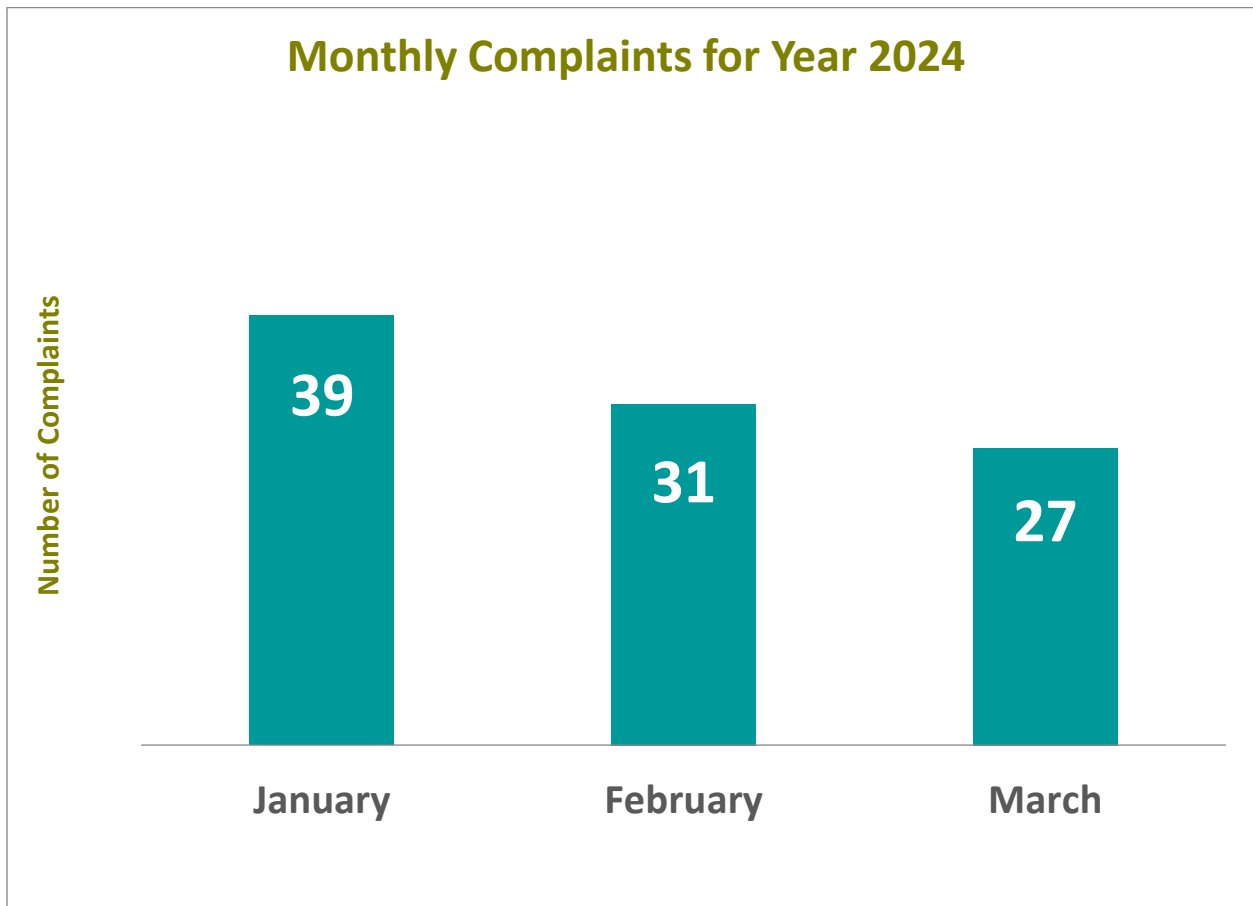


Customer Complaints Report

January – March 2024

Introduction

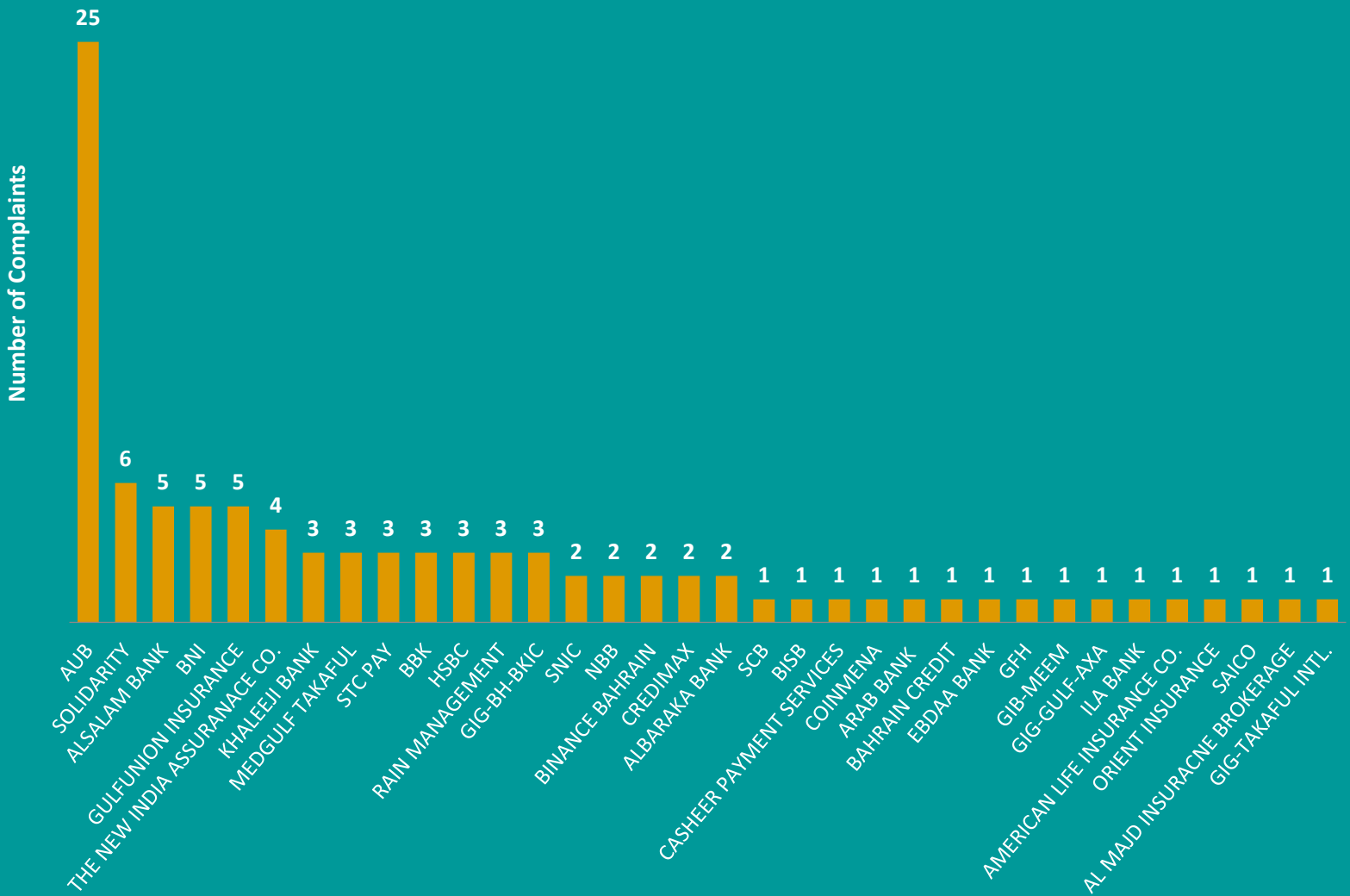
The Consumer Protection Unit received 39 complaints in January 2024, 31 complaints in February 2024, and 27 complaints in March 2024. Totalling 97 complaints. The following graph illustrates the monthly complaints received from 1st of January to 31st of March 2024.



Concentration of Complaints

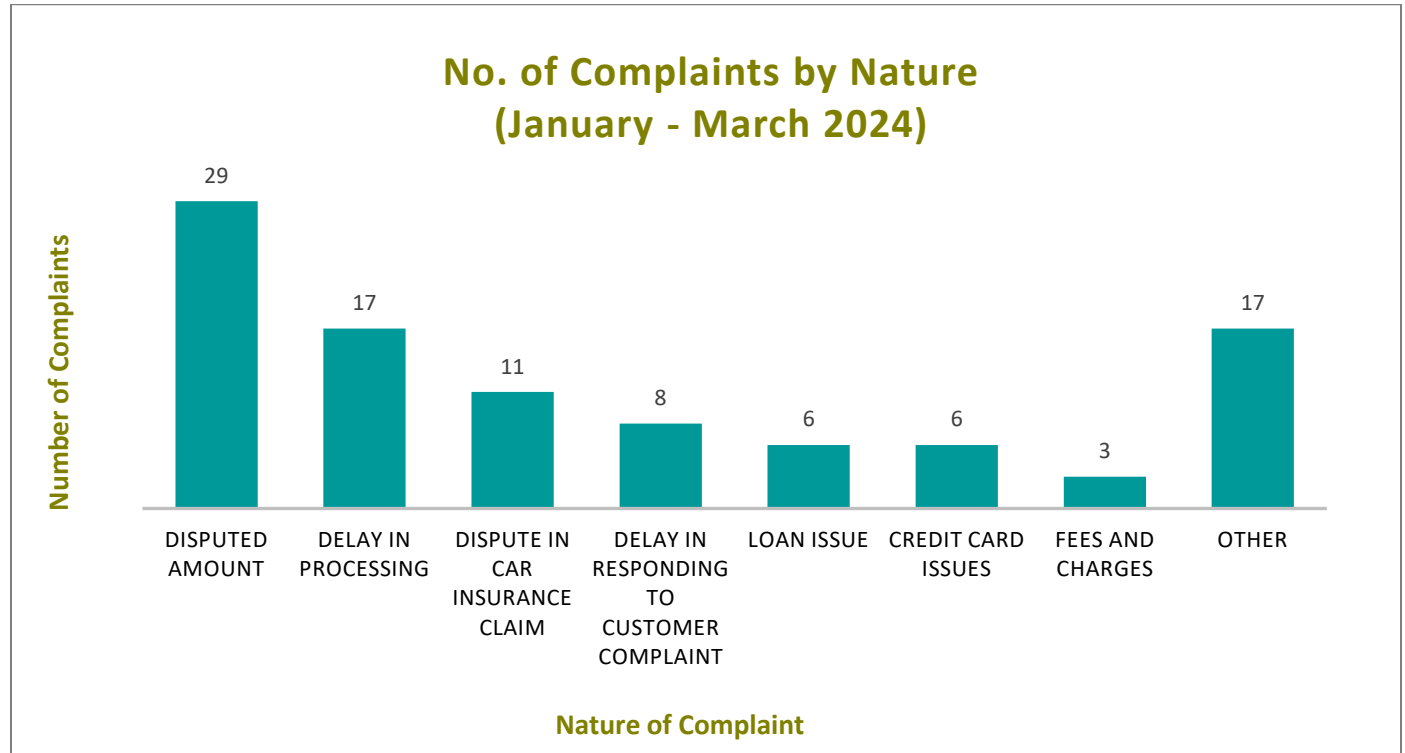
The complaints received during January – March 2024 are reported with respect to the following financial institutions, banks, and insurance companies as illustrated in the graph below:

No. of Complaints (January - March 2024)



Nature of Complaints

The following chart demonstrates the nature of complaints received by the Consumer Protection Unit during the months of January – March 2024.



Following are detailed classifications on the nature of complaints:

In the respect of Disputed Amounts, the Consumer Protection Unit received 29 complaints. The nature of these complaints includes fraudulent transactions, ATM Withdrawal, cash settlement for car repair, refund on deducted amount from customer, and an amount on hold. Complaints regarding disputed amounts pertain specifically to Alsalam Bank, Ahli United Bank, Bank of Bahrain & Kuwait, Bahrain Islamic Bank, Casheer Payment Services, Credimax, GIG-GULF-AXA, HSBC, Ila Bank, Khaleeji Bank, Standard Chartered Bank, Solidarity Insurance, and STC Pay.

Regarding the Delay in Processing, the Consumer Protection unit received 17 complaints. The nature of these complaints includes delay in processing car insurance claims, delay in processing a block on customer's account because of fraud, delay in processing of the procedures for transferring the loan to another bank, and delay in processing travel insurance claim. Complaints regarding delay in processing were pertaining specifically to Gulf Union insurance & Reinsurance, ALBaraka Bank, Ahli United Bank, GIG-BH-Bahrain Kuwait Insurance Company, Bahrain National Insurance, GIG-Takaful international, Medgulf Takaful, Saudi Arabian Insurance Company, and Solidarity Insurance.

Concerning the Disputes on Car Insurance Claims, the complaints received by the Consumer Protection Unit totaled 11 complaints. The nature of the complaints includes disagreements in car insurance claims between the insurance company and the customer regarding car repair, compensation of loss of days for driving instructor, and disagreement between the insurance company and the customer on the total loss amount of the car. Complaints regarding disputes on car Insurance claims were pertaining specifically to Solidarity Insurance, The New India Assurance Company, Bahrain National Insurance, Orient Insurance, and SNIC 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 Arab Bank, Ahli United Bank, Bank of Bahrain & Kuwait, STC Pay, and Bahrain National Insurance, and Binance Bahrain.

In relation to Loan Issues, 6 complaints were received by the Consumer Protection Unit. The nature of these complaints includes settlement of the loan outstanding balance, customer not receiving the loan amortization schedule, outstanding letter issue , and reschedule loan issue. Complaints regarding loan

issues were pertaining specifically to National Bank of Bahrain, Ebdaa Bank, Ahli United Bank, Alsalam Bank, and Bahrain Credit.

Regarding Credit Card issues, 6 complaints were registered by the Consumer Protection Unit. The nature of these complaints includes delay in card cancelation/closure, the customer's disapproval on the calculation of the outstanding balance, credit card fees and charges, and credit card insurance coverage. Complaints regarding credit card issues pertain specifically to Ahli United Bank, Khaleeji Bank, and Credimax.

With reference to the fees and charges, 3 complaints were received by the Consumer Protection Unit. The nature of these complaints includes fees on account minimum balance, charging a customer for a dispute raised, charges incurred due to refund of foreign currency transfer. Complaints regarding rejection of insurance claims were pertaining specifically to Khaleeji Bank, Gulf International Bank-MEEM, and HSBC.

As for the Other Complaints, 17 complaints were received by the Consumer Protection unit regarding a blocked customer's bank account, blocked amount of fixed deposit, closure of customer's loan account and credit card, customer issue with the investment plan, the customer cheque got misplaced, refund on outstanding insurance premium, rejection of medical claim, rejection of travel insurance claim, customer account got suspended, technical issue, termination of income growth plan policy, and transfer issues. These Complaints pertain specifically to, Albaraka Bank, Ahli United Bank, Binance Bahrain, Coinmena, Gulf Finance House, Gulf Insurance Group-BH-Bahrain & Kuwait Insurance Company, HSBC, American Life Insurance Company (Metlife), National Bank of Bahrain, Rain Management, SNIC Insurance, Solidarity Insurance, and Al Majd Insurance Brokerage.



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>