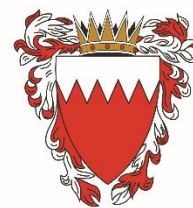




# CONSUMER PROTECTION REPORT

## Q2 2025



مصرف البحرين المركزي

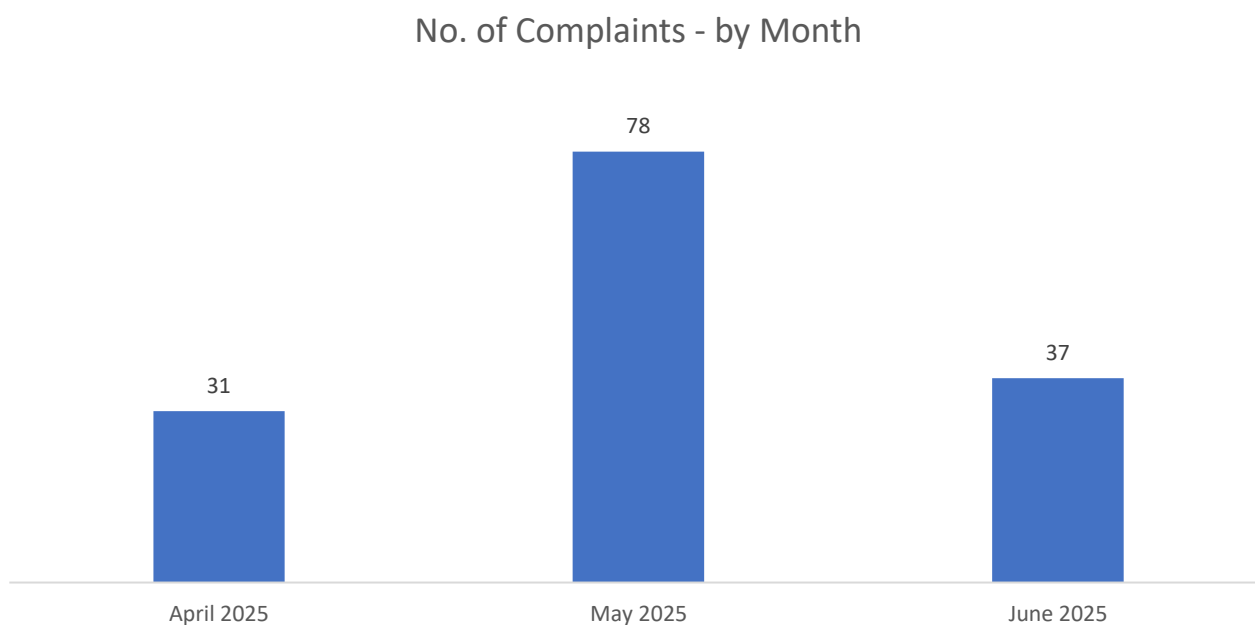
Central Bank of Bahrain

## Introduction

The Consumer Protection Report is prepared by the Consumer Protection & Enforcement Directorate (“CPED”). CPED received and addressed 31 complaints in April, 78 complaints in May and 37 complaints in June 2025, totalling 146 complaints during the second quarter of 2025 (April – June).

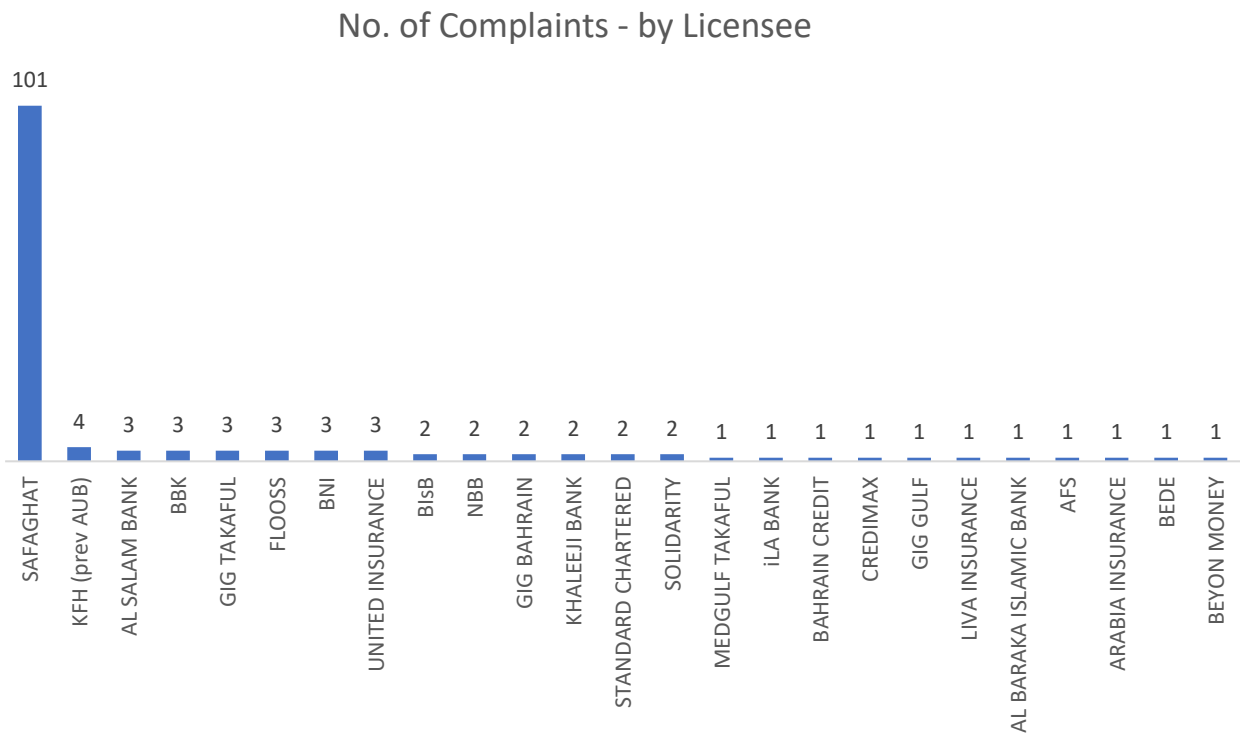
## Complaints by Month

The following chart illustrates complaints received and addressed during the second quarter of 2025 (April – June) sorted by month:



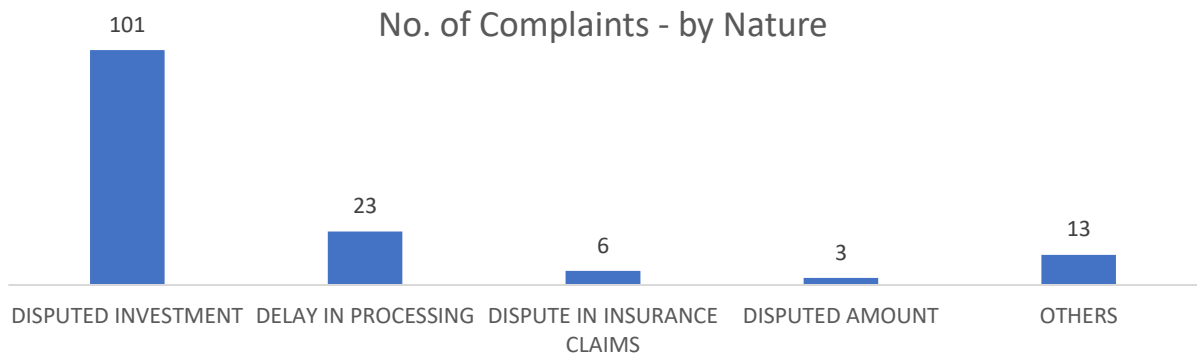
## Complaints by Licensee

Complaints received and addressed with respect to banks, insurance companies, financial institutions and other licensed entities during the second quarter of 2025 (April – June) are illustrated by licensee in the following chart:



## Nature of Complaints

The following chart demonstrates the nature of complaints received and addressed during the second quarter of 2025 (April – June) grouped by category:



### Brief details under each Category are as follows:

- **Disputed Investment**

The nature of these complaints relates to disputed investments between consumers and a licensee. Complaints regarding disputed amounts under this category pertain specifically to Safaghat.

- **Delay in Processing**

The nature of these complaints relates to delay in processing disputed transactions, delay in updating the credit report of consumers with the Bahrain Credit Reference Bureau, delay in processing insurance claims and delay in providing consumers with loan related certificates.

- **Dispute in Insurance Claims**

The nature of these complaints relates to disputes between consumers and insurance companies in relation to cash settlement amounts and repair of car insurance claims.

- **Disputed Amount**

The nature of these complaints relates to fraudulent transactions on consumers' Banks accounts and/or credit cards.

- **Other Complaints**

Examples of other complaints include restriction of consumers accounts by banks, online banking services as well as bank application issues among others.



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The Consumers Complaints Report is a quarterly report prepared by the Consumer Protection & Enforcement Directorate. The report is available under the Publications and Data section at <http://www.cbb.gov.bh>