



مصرف البحرين المركزي

Central Bank of Bahrain



# Customer Complaints Report

April - June 2024

## Introduction

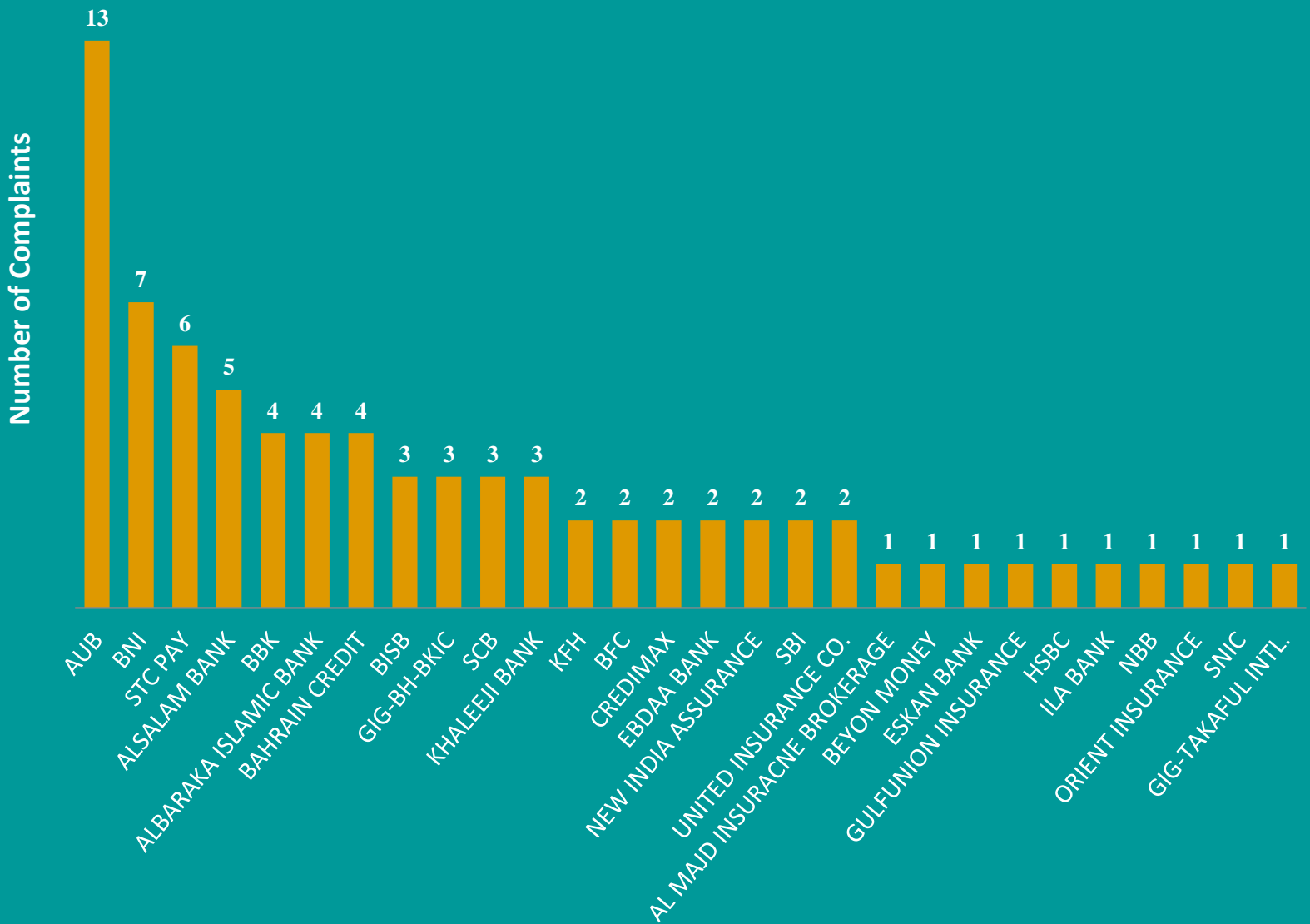
The Consumer Protection Unit received 24 complaints in April 2024, 27 complaints in May 2024, and 28 complaints in June 2024. Totalling 79 complaints. The following graph illustrates the monthly complaints received from 1<sup>st</sup> of April to 30<sup>th</sup> of June 2024.



## Concentration of Complaints

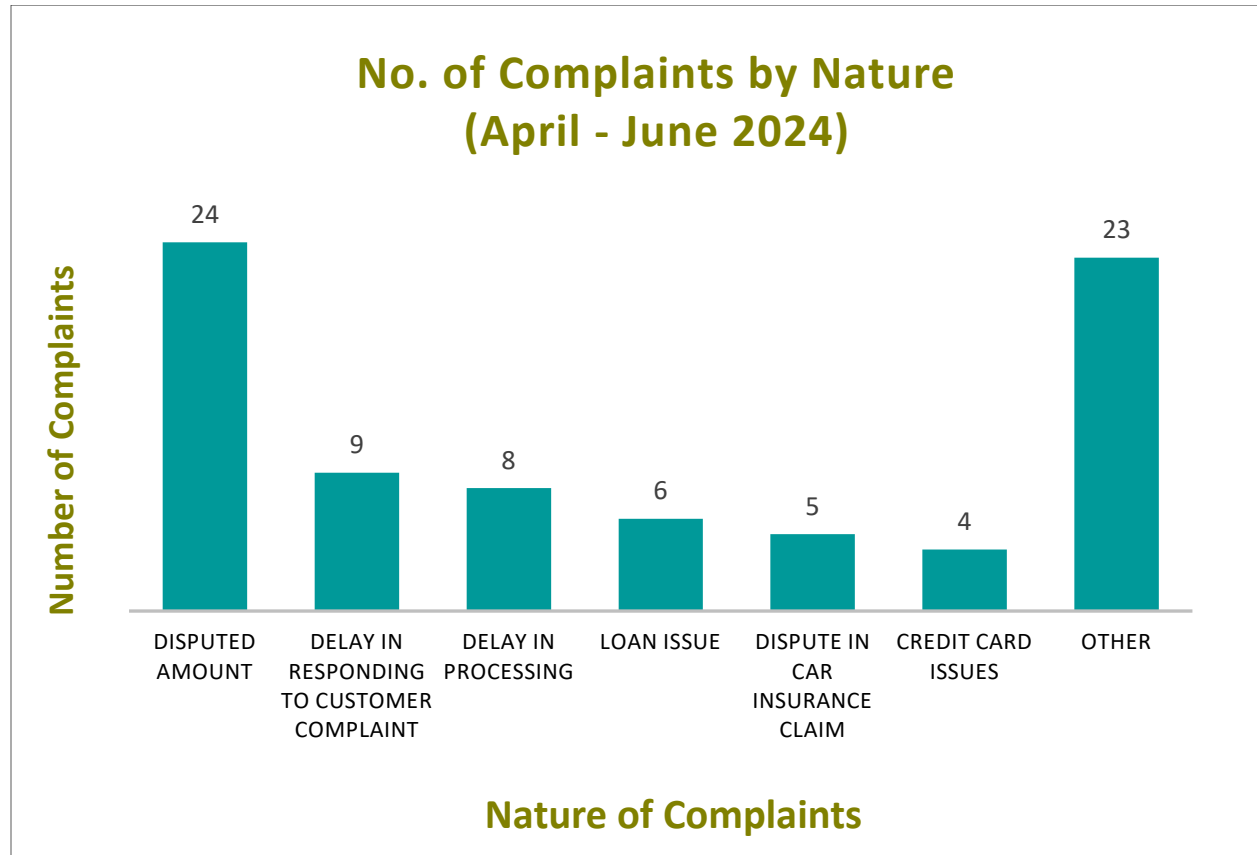
The complaints received during April - June 2024 are reported with respect to the following financial institutions, banks, and insurance companies as illustrated in the graph below:

No. of Complaints (April-June 2024)



## Nature of Complaints

The following chart demonstrates the nature of complaints received by the Consumer Protection Unit during the months of April - June 2024.



Following are detailed classifications on the nature of complaints:

**In respect of Disputed Amounts**, the Consumer Protection Unit received 24 complaints. The nature of these complaints includes fraudulent transactions, disagreement on the amount of the credit card available balance, refund on an international transfer made by customer, refund of fees taken, refund on deducted amount from customer's account, refund on duplicate deduction, disagreement between customer and insurance company on the total loss amount of a car insurance claim, and a bank deduction from customer's account without prior

authorization from owner of account. Complaints regarding disputed amounts pertain specifically to Alsalam Bank, Ahli United Bank, Bank of Bahrain & Kuwait, Bahrain Financing Company, Bahrain national Insurance, Credimax, Ila Bank, Kuwait Finance House, Khaleeji Bank, National Bank of Bahrain, State Bank of India, Standard Chartered Bank, and STC Pay.

**Delay in responding to customer complaints**, totalled to be 9 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. Complaints regarding delay in responding to customer complaints were pertaining specifically to Albaraka Islamic Bank, Ahli United Bank, Bank of Bahrain & Kuwait, Bahrain Islamic Bank, Bahrain National Insurance, Ebdaa Bank, Standard Chartered Bank, and STC Pay.

**Regarding the Delay in Processing**, the Consumer Protection unit received 8 complaints. The nature of these complaints includes delay in processing car insurance claims, delay in receiving outstanding letter form bank, delay in receiving requested documents for the customer, and delay in refunding the remaining insurance amount premium. Complaints regarding delay in processing were pertaining specifically to Ahli United Bank, Bahrain National Insurance, GIG-BH-Bahrain Kuwait Insurance Company, New India Assurance, and United Insurance Company.

**In relation to Loan Issues**, 6 complaints were received by the Consumer Protection Unit. The nature of these complaints includes closure of the customer's loan, dissatisfaction from the customer on the management from the bank on the process of the loan, disagreement between customer and bank regarding the loan outstanding balance, bank rejection of mortgage loan, and reschedule loan issues. Complaints regarding loan issues were pertaining specifically to Ebdaa Bank, Bahrain Islamic Bank, Ahli United Bank, Albaraka Islamic Bank, and Khaleeji Bank.

**Concerning the Disputes on Car Insurance Claims,** the complaints received by the Consumer Protection Unit totaled 5 complaints. The nature of the complaints includes disagreements in car insurance claims between the insurance company and the customer regarding car repair. Complaints regarding disputes on car Insurance claims were pertaining specifically to New India Assurance Company, Bahrain National Insurance, SNIC insurance, GIG-Takaful International, and GIG-BH-Bahrain Kuwait Insurance Company.

**Regarding Credit Card issues,** 4 complaints were registered by the Consumer Protection Unit. The nature of these complaints includes disagreement between the customer and the financial institution regarding a credit card purchase for the qualification to enter a raffle draw for awards, closure of credit card, and fees/charges on the credit card. Complaints regarding credit card issues pertain specifically to Bahrain Credit, STC Pay, Bank of Bahrain & Kuwait, and Ahli United Bank.

**As for the Other Complaints,** 23 complaints were received by the Consumer Protection unit regarding disagreement between the client and the bank/financial institution on the Benefit report History, block of customer account, customer complaint on the profit towards their Mudarabah account, disagreement between customer and insurance company on insurance policy terms and conditions, refund on remaining annual insurance premium, requesting documents from bank, staff improper behavior, transfer issues, disagreement on terms on conditions regarding the customer's multi-currency card, customer account termination, fees/charges borne on the customer, rejection of travel insurance claim, rejection of car insurance claim, and bank shareholder issues. These Complaints pertain specifically to, Albaraka Islamic Bank, Al Majd Insurance Brokerage, Alsalam Bank, Ahli United Bank, Bahrain Credit, Bank of Bahrain & Kuwait, Batelco Financial Services- Beyon Money, Bahrain Financing Company, Bahrain Islamic Bank, ESKAN Bank, GIG-BH-Bahrain Kuwait Insurance Company, Gulfunoin Insurance, HSBC, Orient Insurance, State Bank of India, Standard Chartered Bank, STC Pay, and United Insurance Company.



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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>