



مصرف البحرين المركزي

Central Bank of Bahrain



Customer Complaints Report

October - December 2024

Introduction

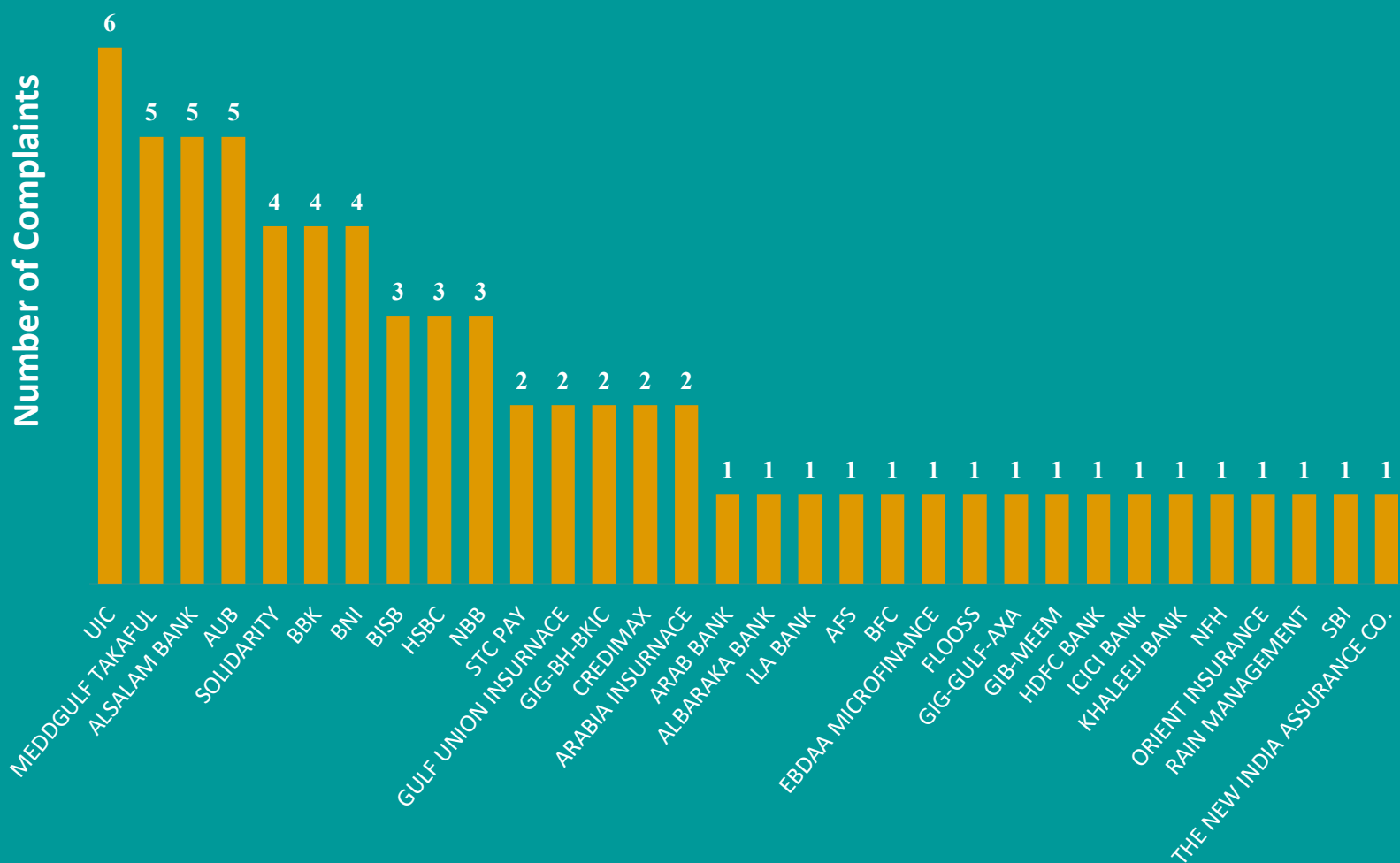
The Consumer Protection Unit received 22 complaints in October 2024, 25 complaints in November 2024, and 22 complaints in December 2024. Totalling 69 complaints. The following graph illustrates the monthly complaints received from 1st of October to 31st of December 2024.



Number of Complaints by Financial Institution

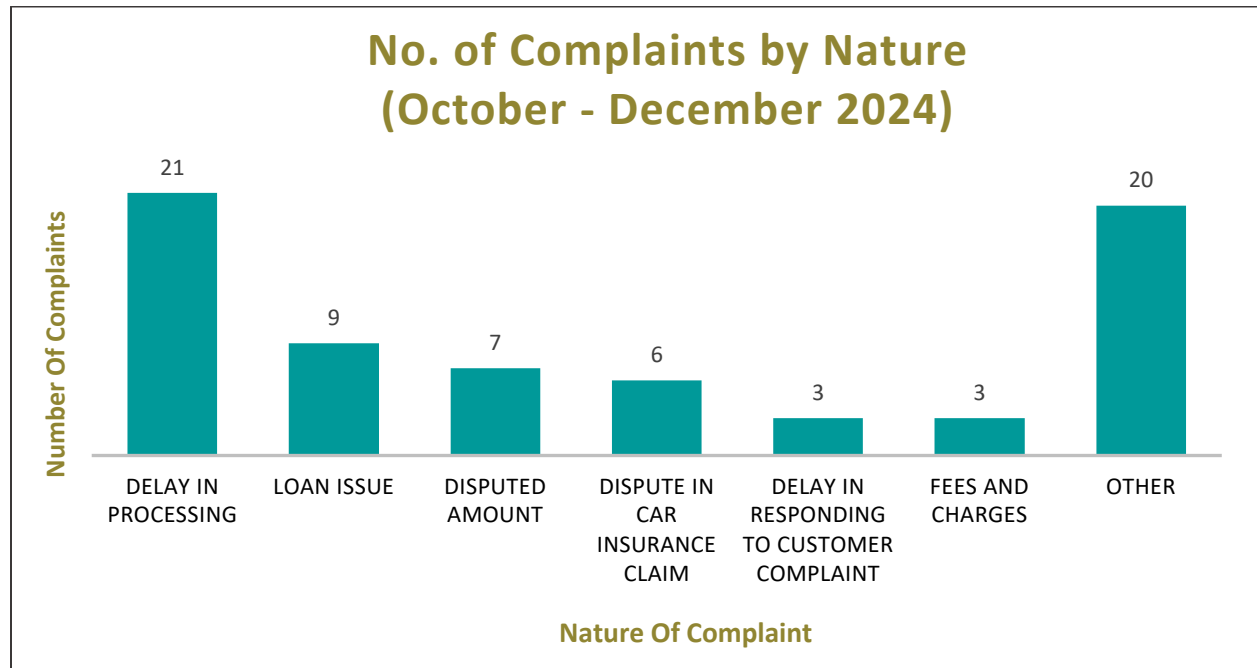
The complaints received during October - December 2024 are reported with respect to the following financial institutions, banks, and insurance companies as illustrated in the graph below:

No. of Complaints (October - December 2024)



Nature of Complaints

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



The following are detailed classifications on the nature of complaints:

In respect of Delay in Processing, the Consumer Protection Unit received 21 complaints. The nature of these complaints includes delay in processing car insurance claims, delay in changing the customer company’s account number, credit card issue, delay in updating the customer credit report, delay in obtaining the customer loan repayment schedule, and delay in transfer process. Complaints regarding disputed amounts pertain specifically to Ahli United Bank, Arab Financial Services Company B.S.C. (c), Arabia Insurance Company S.A.L, Bahrain Financing Co. B.S.C. (c), Bahrain National Insurance Co. B.S.C., Bank of Bahrain and Kuwait, Gulf International Bank B.S.C.-MEEM, Gulf Union Insurance & Reinsurance Co. B.S.C. (c), Medgulf Takaful B.S.C. (c), Solidarity Bahrain B.S.C., The New India Assurance Company Ltd., and United Insurance Co. B.S.C. (c).

In relation to Loan Issues, 9 complaints were received by the Consumer Protection Unit. The nature of these complaints includes disagreement between customer and bank on the calculation of the loan, disagreement between customer and bank regarding the outstanding loan balance, early settlement loan issue, customer requesting the loan repayment schedule, and customer requesting refund of outstanding insurance premium amount on the loan. Complaints regarding loan issues were pertaining specifically to Ahli United Bank (Bahrain) B.S.C. (c), Ebdaa Microfinance Company B.S.C. (c), Flooss Bahrain B.S.C. (c), HSBC Bank Middle East Limited, and National Bank of Bahrain BSC., and National Finance House B.S.C. (c).

Regarding the Disputed Amounts, the Consumer Protection unit received 7 complaints. The nature of these complaints includes, repair amount estimation on car insurance claims, disagreement between customer and insurance company on the total loss amount of a car insurance claim, refund on deducted amount from customer's account, miscommunication between the bank and the customer led to adding interest on customer's statement, refund of outstanding insurance premium amount, refund on deducted amount, disagreement between customer and the bank regarding the early settlement loan amount, interest amount on credit card, Deduction from Customer's account regarding a previous transfer made by the customer. Complaints regarding delay in processing were pertaining specifically to Bahrain Islamic Bank B.S.C., Credimax, Medgulf Takaful B.S.C. (c), National Bank of Bahrain BSC, Orient Insurance P.J.S.C., STC Pay Bahrain B.S.C. (c), and United Insurance Co. B.S.C. (c).

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 regarding car repair. Complaints regarding disputes on car Insurance claims were pertaining specifically to Gulf Insurance Group (Gulf) B.S.C. (c)-AXA, Solidarity Bahrain B.S.C., and Bahrain National Insurance Co. B.S.C, and Gulf Union Insurance & Reinsurance Co. B.S.C. (c).

Delay in responding to customer complaints, totalled to be 3 complaints received by 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 Al Baraka Islamic Bank B.S.C. (c), Bahrain Islamic Bank B.S.C., and Bahrain Kuwait Insurance Company B.S.C.

Regarding Fees and Charges, 3 complaints were registered by the Consumer Protection Unit. The nature of these complaints includes Credit Card charges, and late loan payment charges, and Debit Card fees. Complaints regarding Fees and charges pertain specifically to HSBC Bank Middle East Limited, and STC Pay Bahrain B.S.C. (c).

As for the Other Complaints, 20 complaints were received by the Consumer Protection unit regarding customer's KYC requirements, customer's wafer account, blocked customer's account, cheque issues, closure of account, activation of credit card, credit card payment plan, miscommunication between the bank and the customer regarding the interest amount charged on credit card, customer receiving unrelated emails, deactivation of customer's account, fix deposit breakage issues, investment issues, customer complaint on staff behavior, issues with banks digital banking experience, customer's loan application got rejected, lost cheque book, receiving notifications related to another customer, rejection in medical insurance claim, and customer requesting a bank statement. These Complaints pertain specifically to Ahli United Bank, Al Salam Bank B.S.C., Arab Bank plc, ILA Bank, Bahrain Islamic Bank B.S.C., Bahrain Kuwait Insurance Company B.S.C., Bank of Bahrain and Kuwait, Credimax, HDFC Bank Limited, ICICI Bank Limited, Khaleeji Bank B.S.C., Rain Management W.L.L., State Bank of India, and United Insurance Co. B.S.C. (c).



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>