

Analysis of Complaints for the Financial Year 2014-15

The slide features a solid blue background. At the bottom, there are several overlapping, wavy, light blue shapes that create a sense of movement and depth, resembling stylized waves or a modern graphic design element.

Summary of Complaints Received

Customer Complaints

No. of complaints pending at the beginning of the year	23
No. of complaints received during the year	357
No. of complaints redressed	348
No. of complaints pending at the end of the year	32

Summary of Complaints Received

Customer Complaints on ATM Transactions

No. of complaints pending at the beginning of the year	0
No. of complaints received during the year	20
No. of complaints redressed	20
No. of complaints pending at the end of the year	0

Awards Passed by Banking Ombudsman

No. of unimplemented awards at the beginning of the year	Nil
No. of awards passed by Banking Ombudsman during the year	Nil
No. of awards implemented during the year	Nil
No. of unimplemented awards at the end of the year	Nil

Nature of Complaints

- Deficiency in Service
- Credit related
- ATM related
- Miscellaneous
- Charges related