

# **Analysis of Complaints for the Financial Year 2016-17**

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

No. of complaints at the beginning of the year	<b>55</b>
No. of complaints received during the year	18335
No. of complaints redressed	18338
No. of complaints pending at the end of the year	52

Customer complaints includes ATM Transaction complaints

Includes ATM failed transactions complaints received and redressed of 17742 during FY 2016-17

# 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

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