

Analysis & Disclosure of Customer Complaints

Financial Year 2020



Welcome what's next

Complaints Summary

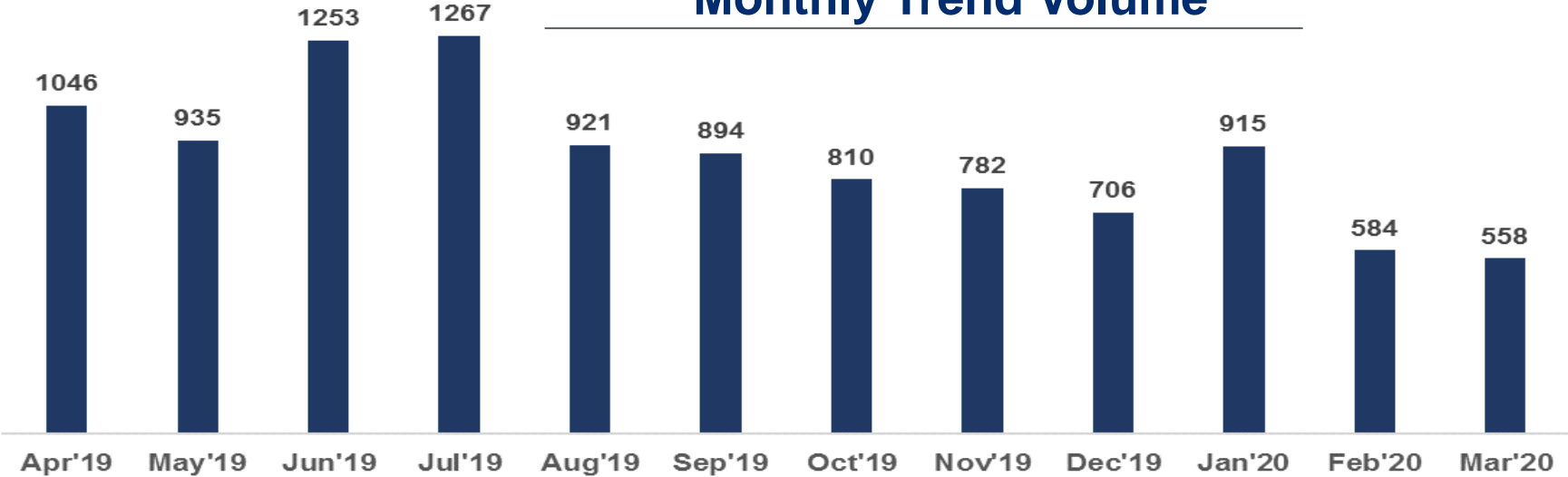
No. of complaints pending at beginning of the Year	304
No. of complaints received during the Year	11007
No. of complaints redressed during the Year	10974
No. of complaints pending at the end of the Quarter	337

Banking Ombudsman Awards Summary

No. of unimplemented Awards at the beginning of the year	NIL
No. of Awards passed by the 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

Customer Complaints (FY 2020)

Monthly Trend Volume



Top Complaint Types

