



Complaints Summary (2016-17)

Complaints received and redressed	FY 2016-17
No. of complaints pending at the beginning of the year	9,499
No. of complaints received during the year	337,673
No. of complaints redressed during the year	304,988
No. of complaints pending at the end of the year	42,184

Banking Ombudsman Summary (2016-17)

BO Awards	FY 2016-17
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



Complaints - Top 5 Areas

Areas of Complaint	FY 2016-17 Contribution%
POS Related	44%
ATM Disputes - Onus & Issuing	34%
Account maintenance	2%
Charges Related	2%
Deliverables	1%

