

# Analysis & Disclosure of Customer Complaints

FY 2019–20

# Customer complaints and awards 2019– 20

Customer Complaints – FY 2019–20	Total	Retail Banking	Private Banking	GTS/IB Client Services	Markets
No. of complaints pending at the beginning of the year	0	0	0	1	0
No. of complaints received during the year	22	21	0	0	0
No. of complaints redressed during the year	21	21	0	0	0
No. of complaints pending at the end of the year	1	0	0	1	0

BO Awards – FY 2019–20	Total	Retail Banking	Private Banking	GTS/IB Client Services	Markets
No. of unimplemented Awards at the beginning of the year	0	0	0	0	0
No. of Award passed by the Banking Ombudsmen received during the year	0	0	0	0	0
No. of Awards implemented during the year	0	0	0	0	0
No. of unimplemented Awards at the end of the year	0	0	0	0	0

# Complaints received 2019–20

Month		Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Total
<b>Banking+RCR</b>	<b>Retail Banking</b>	6	5	3	1	0	1	1	3	0	0	0	1	21
<b>Client Services</b>	<b>IB/GTS</b>	1	0	0	0	0	0	0	0	0	0	0	0	1
<b>Markets</b>	<b>Markets</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>		<b>7</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>22</b>

