

Analysis & Disclosure of Customer Complaints

FY 2020–21

Customer complaints and awards 2020– 21

Customer Complaints – FY 2020–21	Total	Retail Banking	Private Banking	GTS/IB Client Services	Markets
No. of complaints pending at the beginning of the year	1	0	0	1	0
No. of complaints received during the year	17	17	0	0	0
No. of complaints redressed during the year	18	17	0	1	0
No. of complaints pending at the end of the year	0	0	0	0	0

BO Awards – FY 2020–21	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 2020–21

Month		Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Total
Banking+RCR	Retail Banking	2	7	2	1	0	0	0	0	2	0	1	2	17
Client Services	IB/GTS	0	0	0	0	0	0	0	0	0	0	0	0	0
Markets	Markets	0	0	0	0	0	0	0	0	0	0	0	0	0
Total		2	7	2	1	0	0	0	0	2	0	1	2	17

