



Analysis and Disclosure of Customer Complaints

FY 2021-2022

Customer complaints and awards 2021– 22

Customer Complaints – FY 2021–22	Total	Retail Banking	Private Banking	GTS/IB Client Services	Markets
No. of complaints pending at the beginning of the year	0	0	0	0	0
No. of complaints received during the year	18	18	0	0	0
No. of complaints redressed during the year	18	18	0	0	0
No. of complaints pending at the end of the year	0	0	0	0	0

BO Awards – FY 2021–22	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 2021–22

Month		Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Total
Banking	Retail Banking	1	2	1	2	1	2	3	2	4	0	0	0	18
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	Total	1	2	1	2	1	2	3	2	4	0	0	0	18

