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# Analysis & Disclosure of customer complaints

FY 2017–18

# Customer complaints and awards 2017–18

Customer Complaints – FY 2017–18	Total	Retail Banking	Private Banking	GTS Ops/IB Client Services	Markets
No. of complaints pending at the beginning of the year	11	11	0	0	0
No. of complaints received during the year	62	61	0	1	0
No. of complaints redressed during the year	73	72	0	1	0
No. of complaints pending at the end of the year	0	0	0	0	0

BO Awards – FY 2017–18	Total	Retail Banking	Private Banking	GTS Ops/ 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	1	1	0	0	0
No. of Awards implemented during the year	1	1	0	0	0
No. of unimplemented Awards at the end of the year	0	0	0	0	0

# Complaints received 2017–18

Month		Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Total
Banking + RCR	Retail Banking	11	11	11	5	1	6	3	2	6	3	1	1	61
Client Services	IB/GTS	0	0	0	0	0	0	0	0	0	0	1	0	1
Markets	Markets	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>		<b>11</b>	<b>11</b>	<b>11</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>62</b>

