

# *Analysis and Disclosure of Complaints*

*FY 2017-18*

*Fino Payments Bank*



# Customer Complaints



<b>(a)</b>	<b>No. of complaints pending at the beginning of the year</b>	<b>NIL</b>
<b>(b)</b>	<b>No. of complaints received during the year</b>	<b>5547</b>
<b>(c)</b>	<b>No. of complaints redressed during the year</b>	<b>5266</b>
<b>(d)</b>	<b>No. of complaints pending at the end of the year</b>	<b>281</b>

# Awards passed by the Banking Ombudsman

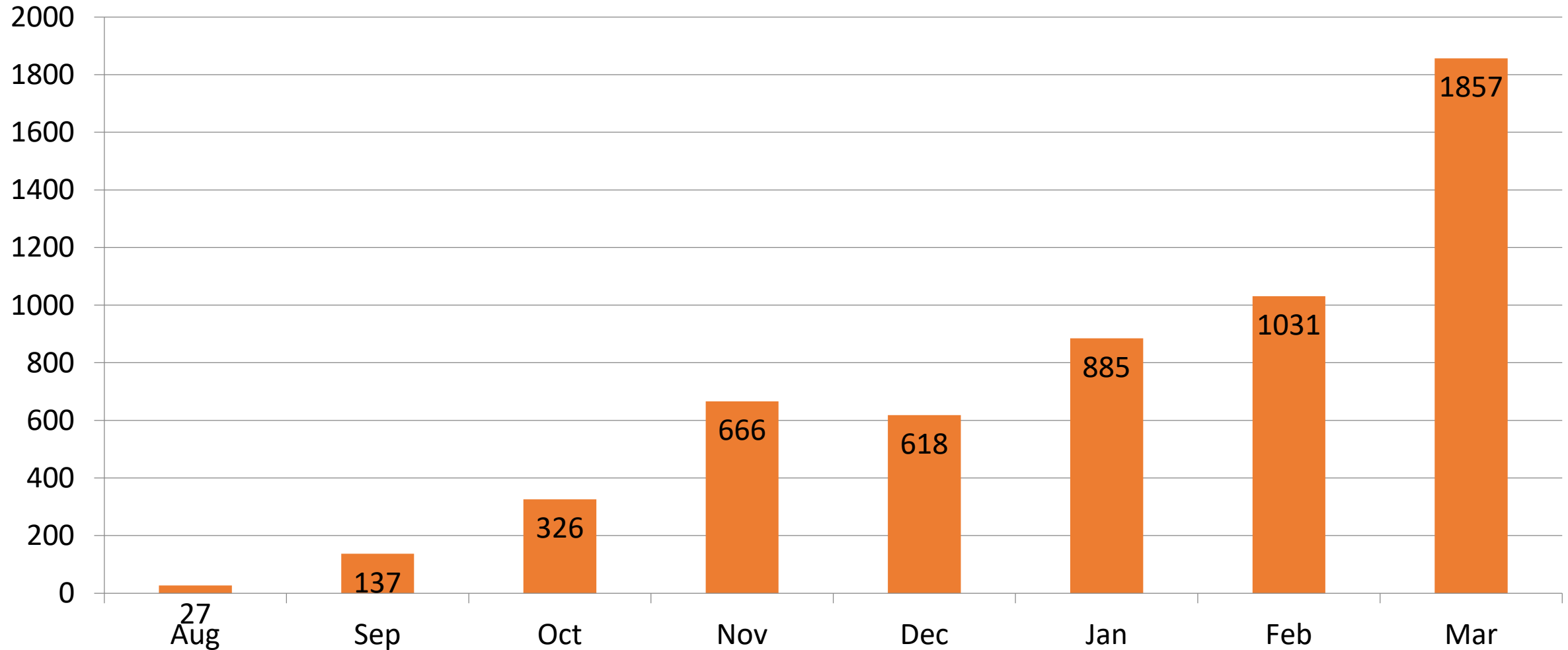


<b>(a)</b>	<b>No. of unimplemented Awards at the beginning of the year</b>	<b>0</b>
<b>(b)</b>	<b>No. of Awards passed by the Banking Ombudsman during the year</b>	<b>0</b>
<b>(c)</b>	<b>No. of Awards implemented during the year</b>	<b>0</b>
<b>(d)</b>	<b>No. of unimplemented Awards at the end of the year</b>	<b>0</b>

# Monthly trend of no. of complaints received



**FY 2017-18**



## Top 5 Categories of Complaints

