



NATIONAL BANK OF SERBIA

DEPARTMENT FOR FINANCIAL CONSUMER PROTECTION

**INFORMATION ABOUT COMPLAINTS AGAINST
FINANCIAL SERVICE PROVIDERS**

(January–September 2020)

November 2020

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1 List of banks found non-compliant with certain provisions of the law governing the protection of financial services consumers

List of banks found non-compliant with certain provisions of the law governing the protection of financial services consumers in the period January-September 2020:

- Mobi banka a.d. Beograd
- OTP banka Srbija a.d. Beograd
- UniCredit bank Srbija a.d. Beograd
- Eurobank a.d. Beograd
- AIK banka a.d. Beograd
- Halkbank a.d. Beograd.

2 Consumer complaints

From 1 January to 30 September 2020, the Department received 1,929 consumer complaints¹.

Banks accounted for 51.84% of these, insurance undertakings for 47.95%, payment institutions and leasing providers for 0.1% each.

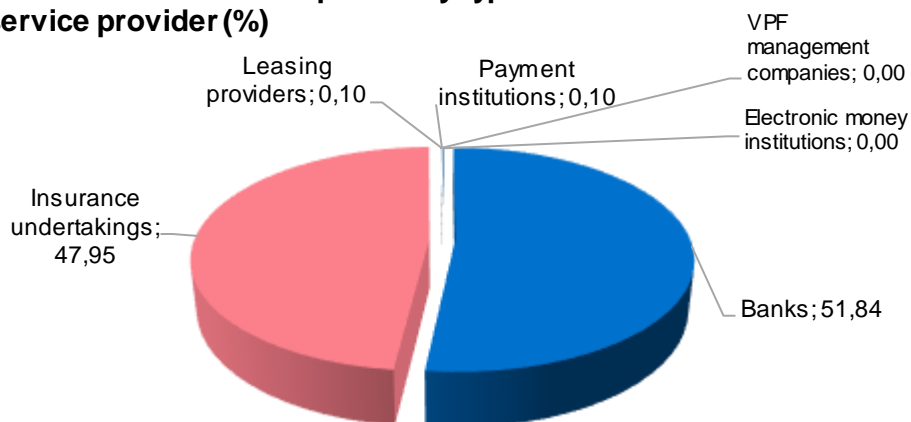
Table - Number of complaints
(1. 1. – 30. 9. 2020.)

Financial services provider	Total	Unfounded complaints	Founded complaints	In progress
Banks	1.000	630	258	112
Insurance undertakings	925	599	126	200
VPF management companies	0	0	0	0
Leasing providers	2	0	2	0
Payment institutions	2	2	0	0
Electronic money institutions	0	0	0	0
TOTAL	1.929	1.231	386	312

Source: National Bank of Serbia.

¹ For simplification purposes, the term “complaint” as used in this Report also covers complaints against insurance undertakings and VPF management companies, addressed to the NBS.

Chart - Overview of complaints by type of financial service provider (%)



Source: National Bank of Serbia.

2.2.1 Complaints against banks

From January until September 2020, a total of 1,000 complaints against banks were received.

2.2.1.1 Complaint number and grounds (banks)

In the observed period, most complaints against banks concerned loans (44.1%), payment accounts/services (36%), and payment cards (14.8%).

Table - Number of complaints by type (banks)
(1. 1. - 30. 9. 2020.)

Type of complaints	Total	In %
Foreign currency savings	23	2,3
Dinar savings	6	0,6
Other	0	0,0
Deposit transactions	29	2,9
Cash loans	180	18,0
Other loans	106	10,6
Consumer loans	37	3,7
Housing loans	94	9,4
Entrepreneur loans	2	0,2
Agricultural loans	6	0,6
Refinancing loans	16	1,6
Loans	441	44,1
Debit cards	51	5,1
Credit cards	97	9,7
Payment cards	148	14,8
Payment accounts/Payment services	360	36,0
Authorised overdraft facility	10	1,0
Other	12	1,2
TOTAL	1.000	100,0

Source: National Bank of Serbia.

Table - Number of complaints by type and outcome (banks)
(1. 1. - 30. 9. 2020.)

Type of complaints	Total	Unfounded complaints	Founded complaints	In progress
Foreign currency savings	23	16	4	3
Dinar savings	6	4	0	2
Other	0	0	0	0
Deposit transactions	29	20	4	5
Cash loans	180	117	37	26
Other loans	106	78	21	7
Consumer loans	37	29	6	2
Housing loans	94	58	24	12
Entrepreneur loans	2	1	0	1
Agricultural loans	6	2	4	0
Refinancing loans	16	9	5	2
Loans	441	294	97	50
Debit cards	51	30	19	2
Credit cards	97	49	30	18
Payment cards	148	79	49	20
Payment accounts/Payment services	360	218	108	34
Authorised overdraft facility	10	8	0	2
Other	12	11	0	1
TOTAL	1.000	630	258	112

Source: National Bank of Serbia.

2.2.2 Complaints against insurance undertakings

From 1 January until 30 September 2020, a total of 925 complaints against insurance undertakings were received.

2.2.2.1 Complaint number and grounds (insurance undertakings)

The highest number of complaints against insurance undertakings received in the period between January and September 2020 related to motor third party liability insurance (34.1%) and accident insurance (22.3%).

Table - Number of complaints by type (Insurance undertakings)
(1. 1. - 30. 9. 2020.)

Type of complaints	Total	In %
Life insurance	37	4,0
Supplemental life insurance	26	2,8
Other	12	1,3
Annuities insurance	1	0,1
Life insurance	76	8,2
Automobile liability	315	34,1
Other liability insurance	7	0,8
Voluntary and Travel health insurance	50	5,4
Property insurance	113	12,2
Full coverage motor vehicle insurance	52	5,6
Insurance from injuries	206	22,3
Credit insurance	11	1,2
Liability insurance	52	5,6
Other	29	3,1
Non-life insurance	835	90,3
Other	14	1,5
TOTAL	925	100,0

Source: National Bank of Serbia.

2.2.3 Complaints against other financial service providers

In the period observed, the Department was handling two complaints against payment institutions and leasing providers, each.

3 Mediations

From 1 January to 30 September 2020, the Department received 161 mediation requests, and the parties accepted 42 requests.

In the observed period, 59 mediation procedures were conducted, of which 79.7% pertained to insurance undertakings and 20.3% to banks.

Table - Number of mediations
(1 January–30 September 2020.)

Financial services provider	In progress	Settlement	Amicable dispute resolution	Suspension	Abandonment	Total	in %
Banks	6	1	3	2	0	12	20,3
Insurance undertakings	34	4	0	6	3	47	79,7
VPF management companies	0	0	0	0	0	0	0,0
Leasing providers	0	0	0	0	0	0	0,0
Payment institutions	0	0	0	0	0	0	0,0
Electronic money institutions	0	0	0	0	0	0	0,0
TOTAL	40	5	3	8	3	59	100

Source: National Bank of Serbia.

Of the total number of mediations completed (19), five cases ended in settlement between the financial institution and the consumer (26.3%) and three in amicable resolution of the dispute after mediation by the NBS.