



NATIONAL BANK OF SERBIA

DEPARTMENT FOR FINANCIAL CONSUMER PROTECTION

**INFORMATION ON COMPLAINTS AGAINST
FINANCIAL SERVICE PROVIDERS**

January–June 2020

August 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

The list of banks found non-compliant with certain provisions of the law governing the protection of financial services consumers in January–June 2020:

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

2 Consumer complaints

From 1 January to 30 June 2020, the Department received 1,351 consumer complaints¹.

Insurance undertakings accounted for 51.37% of these, banks for 48.33%, payment institutions and leasing providers for 0.15% each.

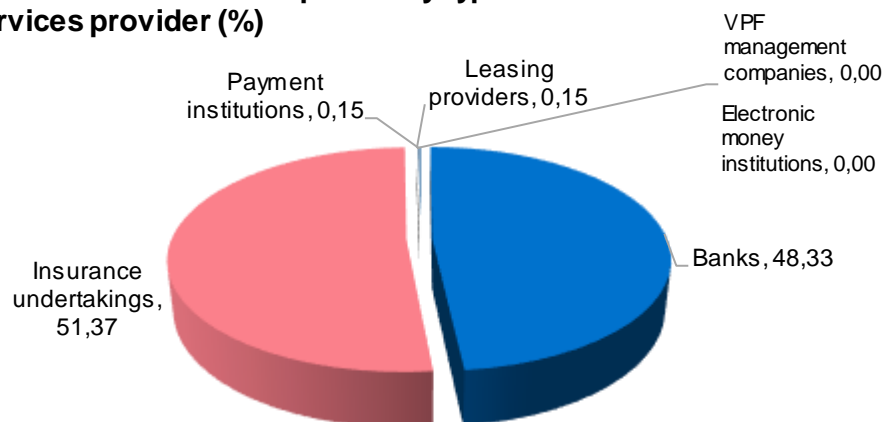
Table – Number of complaints
(1 January – 30 June 2020)

Financial services provider	Total	Unfounded complaints	Founded complaints	In progress
Banks	653	438	140	75
Insurance undertakings	694	459	80	155
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	1,351	899	222	230

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.

Chart – Overview of complaints by type of financial services provider (%)



2.2.1 Complaints against banks

From January until June 2020, 653 complaints against banks were received.

2.2.1.1 Complaint number and grounds

In the observed period, the majority of complaints against banks concerned loans (41.2%), payment accounts/services (40.7%), and payment cards (13.6%).

Table – Number of complaints by type and outcome (banks)
(1 January – 30 June 2020)

Type of complaints	Total	In %
Foreign currency savings	14	2.1
Dinar savings	5	0.8
Other	0	0.0
Deposit transactions	19	2.9
Cash loans	108	16.5
Other loans	67	10.3
Consumer loans	21	3.2
Housing loans	63	9.6
Entrepreneur loans	1	0.2
Agricultural loans	3	0.5
Refinancing loans	6	0.9
Loans	269	41.2
Debit cards	38	5.8
Credit cards	51	7.8
Payment cards	89	13.6
Payment accounts/Payment services	266	40.7
Authorised overdraft facility	4	0.6
Other	6	0.9
TOTAL	653	100.0

Source: National Bank of Serbia.

Table – Number of complaints by type and outcome (banks)
(1 January – 30 June 2020)

Type of complaints	Total	Unfounded complaints	Founded complaints	In progress
Foreign currency savings	14	9	2	3
Dinar savings	5	4	0	1
Other	0	0	0	0
Deposit transactions	19	13	2	4
Cash loans	108	88	13	7
Other loans	67	52	7	8
Consumer loans	21	18	3	0
Housing loans	63	44	13	6
Entrepreneur loans	1	1	0	0
Agricultural loans	3	1	2	0
Refinancing loans	6	4	1	1
Loans	269	208	39	22
Debit cards	38	21	14	3
Credit cards	51	29	15	7
Payment cards	89	50	29	10
Payment accounts/Payment services	266	157	70	39
Authorised overdraft facility	4	4	0	0
Other	6	6	0	0
TOTAL	653	438	140	75

Source: National Bank of Serbia.

2.2.2 Complaint number and grounds

From 1 January until 30 June 2020, 694 complaints against banks were received.

2.2.2.1 Number of complaints and grounds (insurance undertakings)

The highest number of complaints against insurance undertakings received in the period between January and June 2020 related to motor third party liability insurance (34.4%) and accident insurance (23.1%).

Table – **Number of complaints by type (Insurance undertakings)**
(1 January – 30 June 2020)

Type of complaints	Total	In %
Life insurance	26	3.7
Supplemental life insurance	19	2.7
Other	11	1.6
Annuities insurance	0	0.0
Life insurance	56	8.1
Automobile liability	239	34.4
Other liability insurance	5	0.7
Voluntary and travel health insurance	37	5.3
Property insurance	83	12.0
Full coverage motor vehicle insurance	41	5.9
Insurance from injuries	160	23.1
Credit insurance	10	1.4
Liability insurance	40	5.8
Other	12	1.7
Non-life insurance	627	90.3
Other	11	1.6
TOTAL	694	100.0

Source: National Bank of Serbia.

2.2.3 Complaints against other financial service providers

In the period observed, the Department considered two complaints against payment institutions and financial leasing providers.

3 Mediations

From 1 January to 30 June 2020, the Department received 116 mediation requests, and the parties accepted 28 requests.

In the observed period, 46 mediation procedures were initiated, of which 73.9% pertained to insurance undertakings and 26.1% to banks.

Table – Number of mediations
(1 January – 30 June 2020)

Financial services provider	In progress	Settlement	Suspension	Abandonment	Total	in %
Banks	10	0	2	0	12	26.1
Insurance undertakings	21	4	6	3	34	73.9
VPF management companies	0	0	0	0	0	0.0
Leasing providers	0	0	0	0	0	0.0
Payment institutions	0	0	0	0	0	0.0
Electronic money institutions	0	0	0	0	0	0.0
TOTAL	31	4	8	3	46	100

Source: National Bank of Serbia.

Of the total number of mediations held (15), 4 cases ended in settlement between the financial institution and the consumer (26.7%).