

## ANNEXURE D

### TIMELINES FOR COMPLAINTS RESOLUTION BY INSTITUTIONS

Category	Sub-category	CCMS Code	1st Review (working days)	2nd review (working days)
<b>Account Management</b>	Account Closure without notice	A001	2	1
	Account Details Maintenance	A002	2	1
	Account Statement Issues	A003	2	1
	Account Status	A004	2	1
	Cheque Issues	A005	2	1
	Corporate Search	A006	2	1
	Delay in honouring Standing Instruction request.	A007	2	1
	Non-reflection of Cash/Cheque Deposits in Customer Account	A008	2	1
	Account Closure Delays	A009	2	1
	Account Freeze Complaint	A010	2	1
	Account Reactivation Delays	A011	2	1
	Account to Account Transfer Delays ( Same bank)	A012	2	1
	Cheque Confirmation Complaints	A013	2	1
	Cheque Return Complaint	A014	2	1
	Account Alert Issues (SMS and e-mails)	A015	2	1
	Wrong Account Lien	A016	2	1

Category	Sub-category	CCMS Code	1st Review (working days)	2nd review (working days)
	Cheque Return Request	A017	2	1
	Bills Payment and collection	A018	2	1
	Others	A999	2	1
<b>Cards</b>	Card Activation	B001	3	2
	Card Deactivation	B002	3	2
	Card Issuance	B003	3	2
	Card Functionality	B004	3	2
	Charges/Rates Issues	B005	3	2
	Chargebacks / Claim local (not on us)	B006	5	3
	Chargebacks / Claim local (on us)	B007	3	2
	Chargebacks / Claim international (not on us)	B008	60	30
	Chargebacks / Claim international (on us)	B009	50	25
	Credit card contract migration	B010	3	2
	Card PIN Issues	B011	3	2
	Limit Maintenance	B012	3	2
	Repayment Issues	B013	3	2
	Card Statements Issues	B014	3	2
	Missing card	B015	3	2
	Card Modifications	B016	3	2
	Card Account(s) Link complaints	B017	3	2
	Billing address Issues	B018	3	2
	Card Blockage Issues	B019	3	2

<b>Category</b>	<b>Sub-category</b>	<b>CCMS Code</b>	<b>1st Review (working days)</b>	<b>2nd review (working days)</b>
	Declined Transactions	B020	3	2
	Others	B999	3	2
<b>Loans</b>	Loan Application Issues	C001	14	7
	Loan Repayment Issues	C002	14	7
	Loan Insurance	C003	14	7
	Concessions Issues	C004	14	7
	Delayed delivery of financed assets	C005	14	7
	Loan Liquidation issues	C006	14	7
	Loan Restructuring issues	C007	14	7
	Loans Interest Rate Review Complaint	C008	14	7
	Others	C999	14	7
<b>Fraud</b>	Conversion of Cheque/Deposit	D001	60	30
	Scam Mails	D002	3	2
	Fraudulent Withdrawals	D003	14	7
	Internet Banking Fraud	D004	3	2
	ATM Fraud (Domestic)	D005	3	2
	ATM Fraud (International)	D006	60	30
	Cash/Cheque Suppression	D007	60	30
	Cheque Cloning	D008	60	30
	Others	D999	3	2
<b>Excess Charges</b>	Excess Fees and charges	E001	30	15
	Excess Interest on loan	E002	30	15
	Others	E999	14	7

<b>Category</b>	<b>Sub-category</b>	<b>CCMS Code</b>	<b>1st Review (working days)</b>	<b>2nd review (working days)</b>
<b>Funds Transfer/Remittances</b>	Western Union Money Transfers	F001	5	3
	MONEYGRAM Transfers	F002	5	3
	Funds transfer charges	F003	5	3
	Delayed / Inward Transfers	F004	5	3
	Wrong Customer / Beneficiary details	F005	5	3
	Delayed TELEX/Swift Request	F006	5	3
	Intrabank Transfer Failure	F007	1	1
	Wrong Account Credit	F008	1	1
	Wrong Account Debits	F009	1	1
	Others	F999	1	1
<b>Bonds, Guarantees and Indemnities</b>	Dishonoured Guarantees	H001	3	2
	APG Issues	H002	3	2
	Performance Bonds	H003	3	2
	Other Contingent Issues/Indemnities	H999	2	1
<b>Tenured Investment</b>	Non /Underpayment of interests on investments	I001	5	3
	Roll over issues	I002	5	3
	Non-booking of deposits	I003	5	3
	Non issuance of contract letters	I004	5	3
	Others	I999	2	1

<b>Category</b>	<b>Sub-category</b>	<b>CCMS Code</b>	<b>1st Review (working days)</b>	<b>2nd review (working days)</b>
<b>E-channels</b>	non-functional ATM	J001	3	2
	Non-functional POS	J002	3	2
	POS Receipt/Slip Issues	J003	3	2
	Trapped Card	J004	3	2
	ATM Cash Dispense Error claim - OWN BANK	J005	3	2
	ATM Cash Dispense Error claim (Other Banks)	J006	3	2
	Mobile Banking Issues	J007	3	2
	Charges on non-receipt of transaction alerts	J008	3	2
	Password Reset Issues	J009	3	2
	Account Unlock	J010	3	2
	Login Issues (Password/User ID Issues)	J011	3	2
	Online Transaction Limit	J012	3	2
	OTP generation Issues.	J013	3	2
	Registration issues	J014	3	2
	Failed transaction(WEB / POS)	J015	3	2
	Other POS issues	J016	3	2
	Internet Banking Account View Inability	J017	3	2
	Internet Banking Account(s) Link Request	J018	3	2
	Internet Banking Funds Transfer Failure	J019	3	2
	Others	J999	2	1

<b>Category</b>	<b>Sub-category</b>	<b>CCMS Code</b>	<b>1st Review (working days)</b>	<b>2nd review (working days)</b>
<b>International Trade</b>	Capital Importation Issues	K001	2	1
	Export Issues	K002	2	1
	Form A	K003	2	1
	Form M	K004	2	1
	Delays in confirmation of duty payment to port	K005	2	1
	Letter of Credit	K006	2	1
	Shipping Documents	K007	2	1
	Bills for collection	K008	2	1
	CRI Issues	K009	2	1
	International Banking Fraud (Not on us)	K010	60	30
	International Banking Fraud (on us)	K011	50	25
	Others	K999	2	1
<b>Miscellaneous</b>		Z	2	1

**CONSUMER PROTECTION DEPARTMENT**

**DECEMBER 2019**