

ANALYSIS OF COMPLAINTS FOR THE FINANCIAL YEAR

2014-2015

The details of complaints received by Standard Chartered Bank during the year are as below:-

Sr. No	Particulars	2014-2015
1	No. of complaints pending at the beginning of the year (pending as at 31 st Mar'2014)	39
2	No. of complaints received during the year	20035
3	No. of complaints redressed during the year	19994
4	No. of complaints pending at the end of the year (including those received on 31 st Mar'2015)	80

Analysis of category wise break up of complaints received during the 2014- 2015

Sr. No	Complaint Type	Grand Total
1	NON SCB ATM Related Complaints	7305
2	Request Delivery Related	2974
3	Processing related	2206