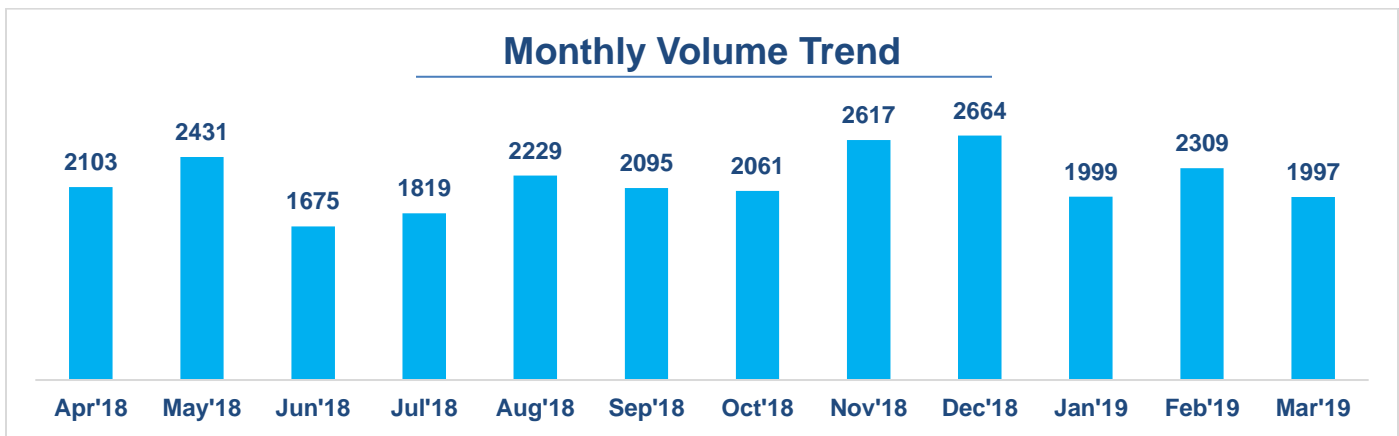


ANALYSIS OF COMPLAINTS FOR THE FINANCIAL YEAR

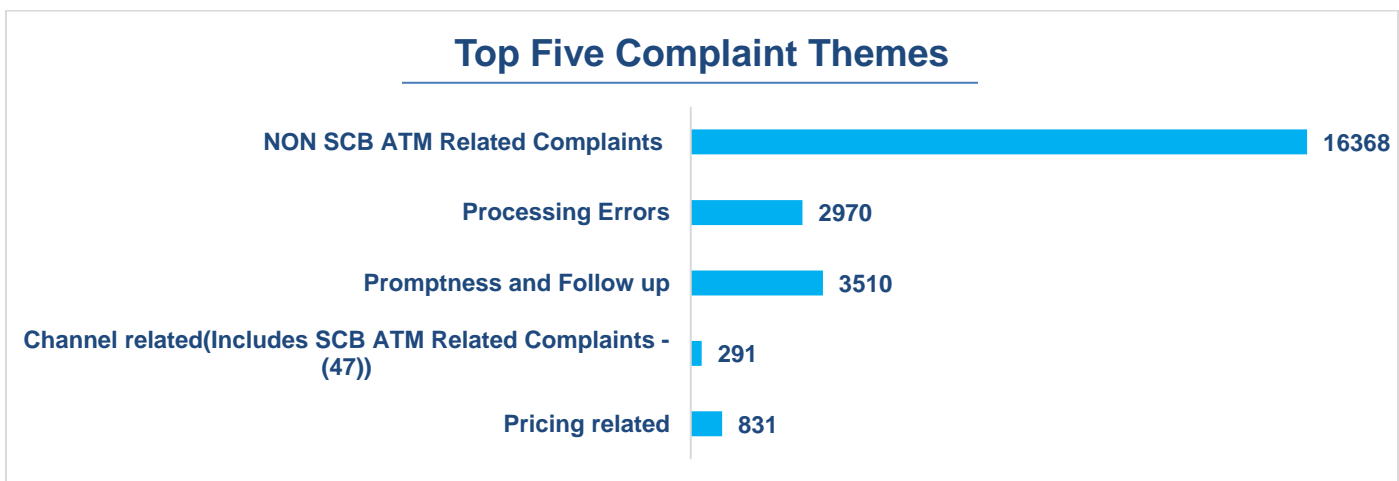
2018-2019

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

Sr. No	Particulars	2017-2018	2018-2019
1	No. of complaints pending at the beginning of the year (pending as at 31 st Mar'2018)	157	323
2	No. of complaints received during the year	25,068	25,999
3	No. of complaints redressed during the year	24092	25,970
4	No. of complaints pending at the end of the year (including those received on 31 st Mar'2019)	323	352



Analysis of category wise break up of complaints received during the 2018- 2019:



Award passed at the Banking Ombudsman – FY 2018 – 2019

Sl. No	Description	2017-2018	2018-2019
a)	No of unimplemented Awards at the beginning of the year	Nil	Nil
b)	No of Awards passed by the Banking Ombudsman during the year	Nil	Nil
c)	No of Awards implemented during the year	Nil	Nil
d)	No of unimplemented Awards at the end of the year	Nil	Nil