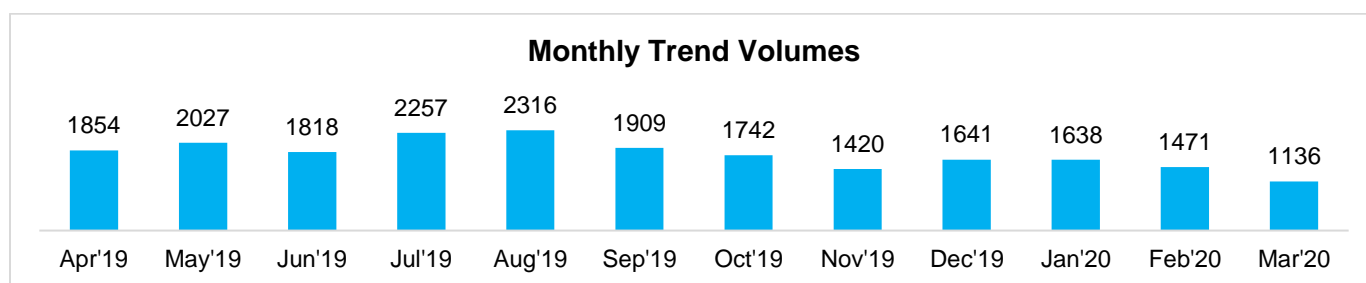


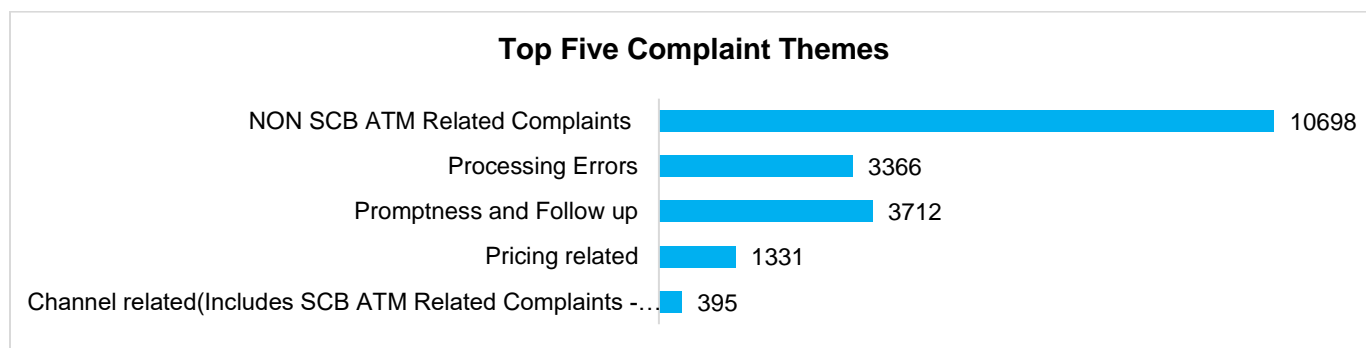
COMPLAINT ANALYSIS FOR THE FY 2019-20

Details of complaints received by Standard Chartered Bank during the year are as below:

Sr. No	Particulars	2018-2019	2019-2020
1	No. of complaints pending at the beginning of the year (pending as at 31 st March 2019)	323	354
2	No. of complaints received during the year	25,999	21229
3	No. of complaints redressed during the year	25,968	21415
4	No. of complaints pending at the end of the year (including those received on 31 st March 2020)	354	168



Analysis of category wise break up of complaints received during the FY 2019-20: -



Awards passed by the Banking Ombudsman during the FY 2019 -20: -

Sl. No	Description	2018-2019	2019-2020
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