

Complaints Analytics

Refreshed on : 16/03/2022

Request Type

All

Complaint Category

All

Complaint Sub Category

All

Month

All

Year

All

No. of Cases

492

No. of Closed Cases

77

Avg. TAT (Days)

31

Remaining Cases

415

No. of Cases Reopened

5

Rejected Cases

2.8%

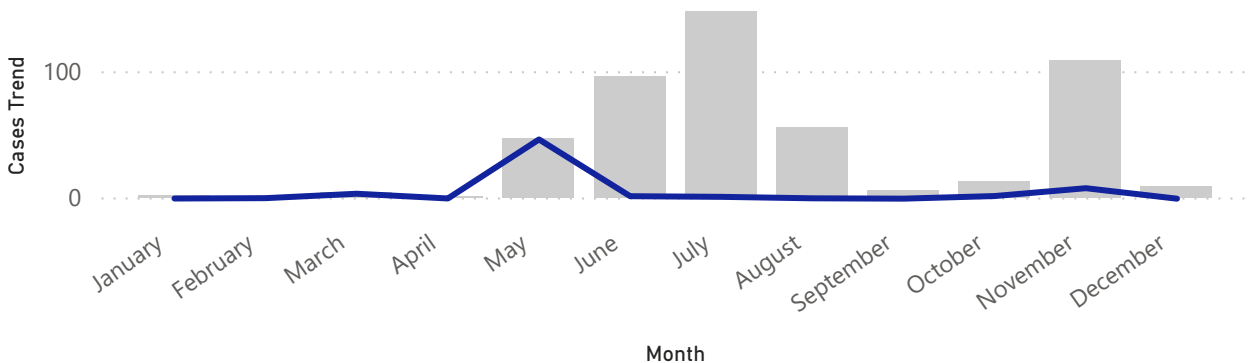
Accepted Cases

97.2%

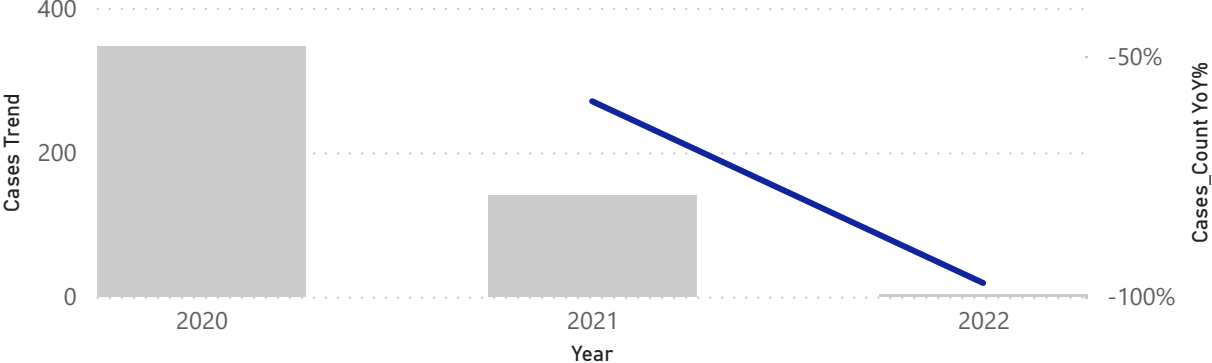
Cases In Review

9

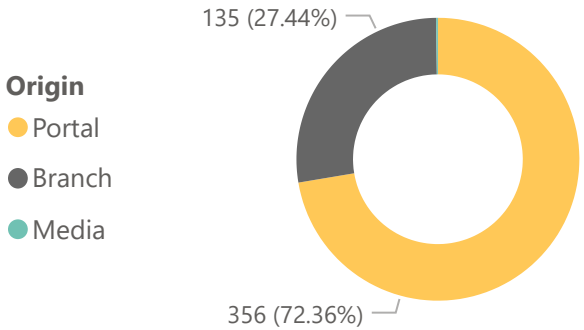
Monthly Case Trend



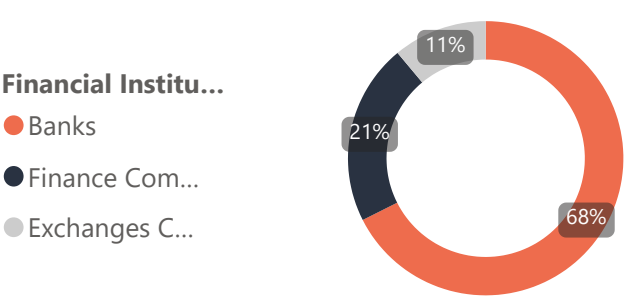
Yearly Case Trend



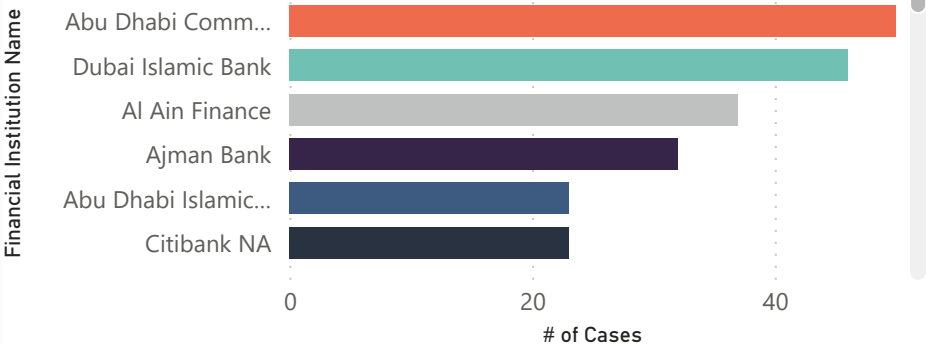
Cases Submitted Via



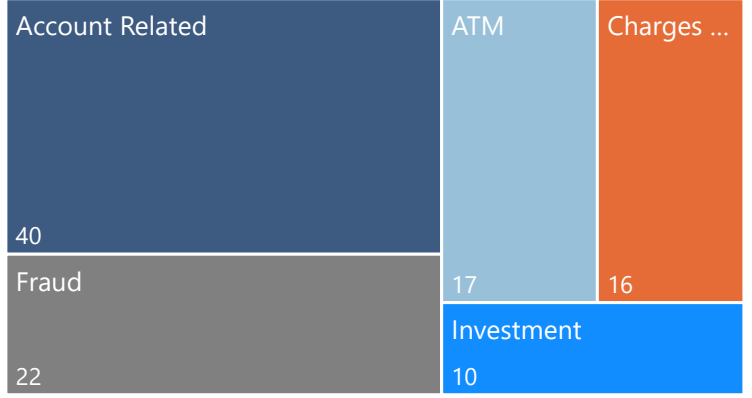
Cases by Financial Institute Type



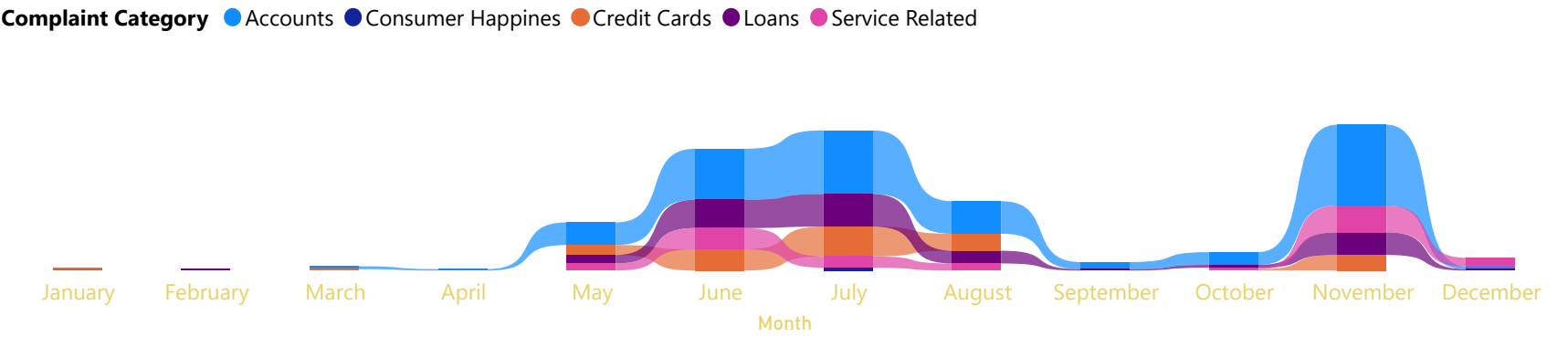
Number of Cases by Entity



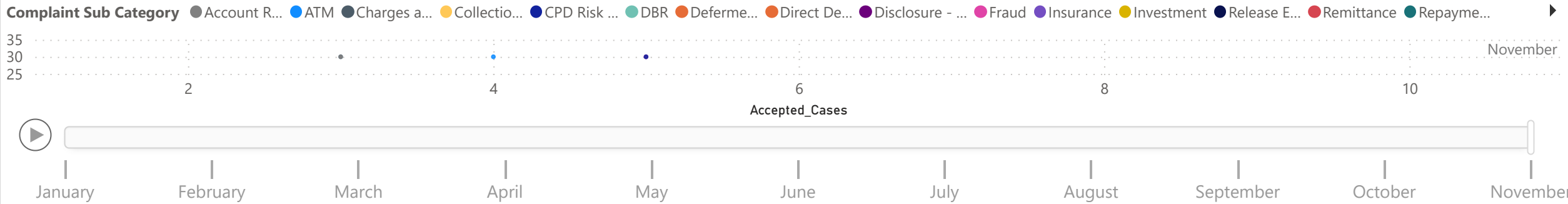
Top 5 Issues



Complaint Category Rank



Issues Trend



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Annual Case Analysis

Cases TY

4

Cases LY

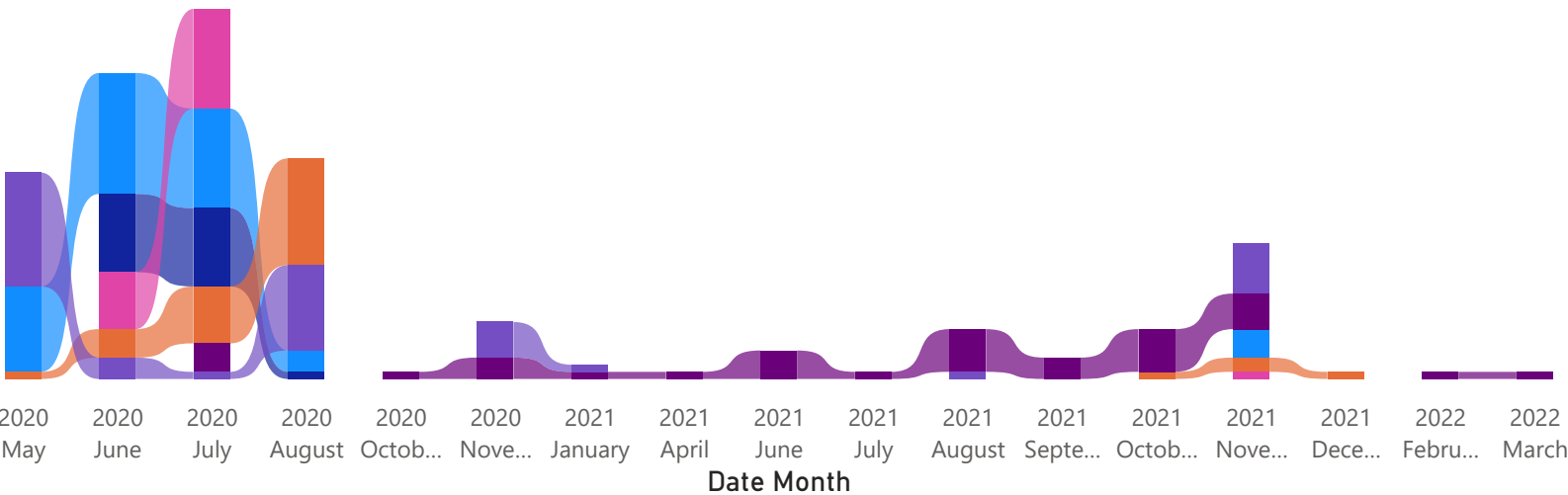
141

Change

97.2%

Top 5 Banks By No. of Cases

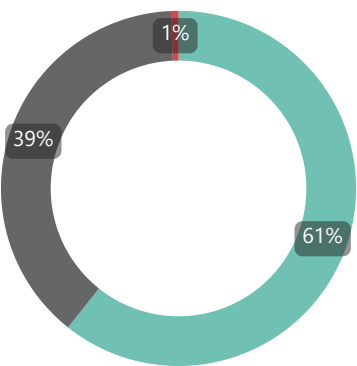
Financial Institution Name ● Abu Dhabi Commer... ● Abu Dhabi Isla... ● Ajman Bank ● Al Ain Finance ● Citibank NA ● Dubai Islamic Bank



Cases By Type

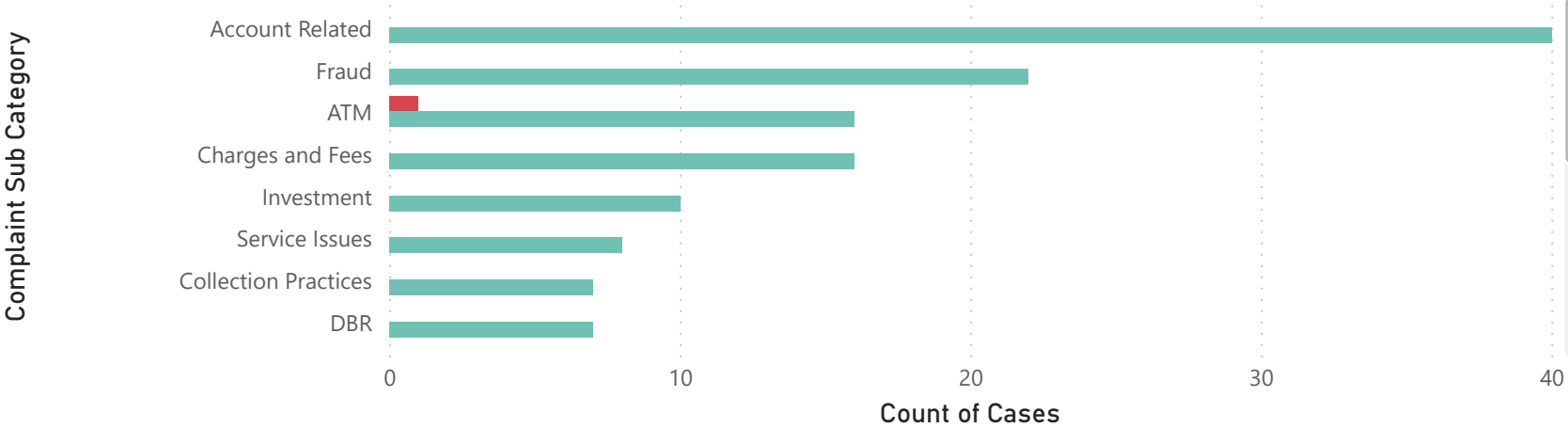
F.I. Type

● Islamic
● Conventional
● Others



Issues by Priority

Priority ● Critical ● Normal



Cases Trend

