

Office of the
Ombudsman



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In the year under review, the Office of the Ombudsman handled a total number of 36 complaints. Out of these, the Ombudsman was able to successfully resolve 30 complaints leaving 6 complaints carried over. Five (5) complaints were referred to the Ombudsman for Financial Services as they were related to institutions regulated by the Financial Services Regulatory Authority.

The Ombudsman also received "special requests" wherein customers were requesting the Ombudsman to "intervene" and request the banks to review and restructure the repayment period.

The rise in the number of complaints is connected to both the public awareness of the Office and its ability to discharge

its function. This is an indication of confidence in the minds of the public in mediating and resolving conflicts of various nature.

The Ombudsman appreciated the unalloyed cooperation from the banks who responded swiftly and positively to the Ombudsman and the general public and in particular the ordinary bank customer who believed in the ability of the Ombudsman to effectively deliver its mandate and provide redress.

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