



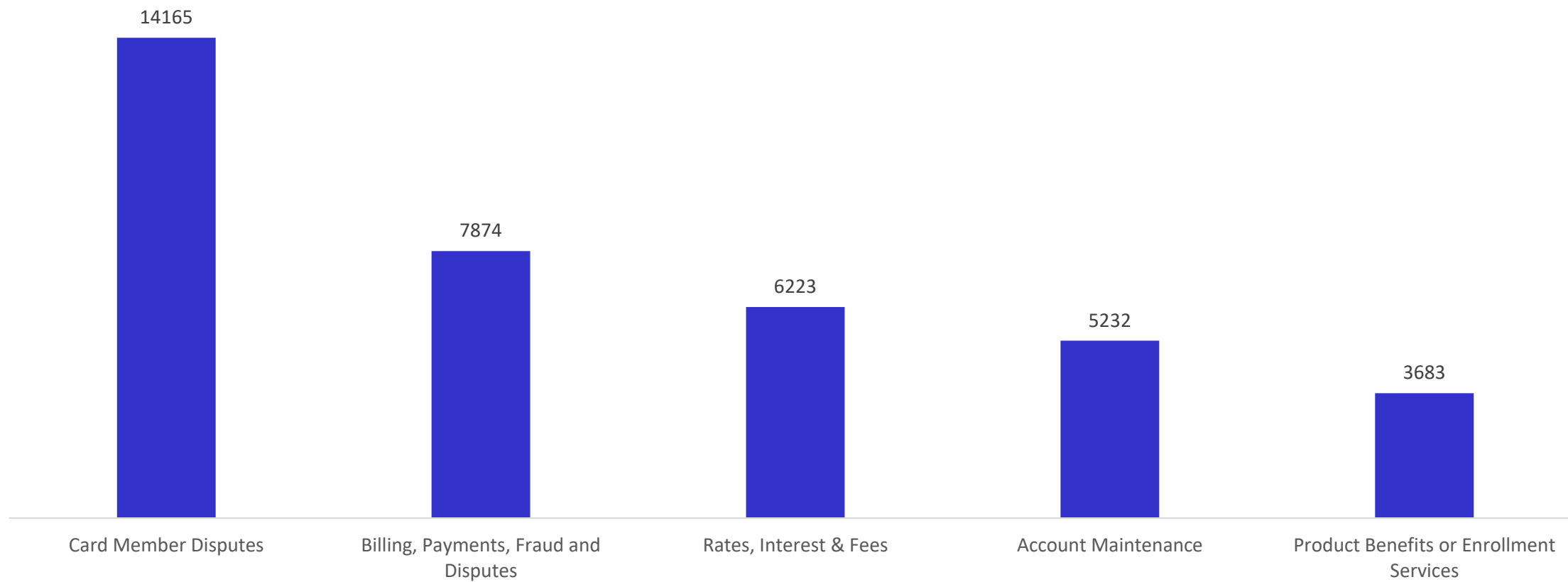
**American Express Banking Corp.**

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**Complaints Analysis for FY 2023-24**



# Top 5 Complaint Category





# Complaint Analysis

## Disclosure of complaints:

Summary information on complaints received by the bank from customers and from the OBOs

S No	Particulars	Current Year	Previous Year
		2023-24	2022-23
<b>Complaints received by the bank from its customers</b>			
1	No of complaints pending at the beginning of the year	1,764	489
2	No of complaints received during the Year	55,344	60,337
3	No of complaints disposed during the year	54,470	59,062
	3.1 Of which, number of complaints rejected by the bank	-	-
4	No of complaints outstanding at the end of the year	2,638	1,764
<b>Maintainable complaints received by the bank from OBOs</b>			
5	Number of maintainable complaints received by the bank from OBOs	325*	257
	5.1 Of 5, number of complaints resolved in favor of the bank by Bos	151	119
	5.2 Of 5, number of complaints resolved through conciliation/mediation/settled/withdrawn/advisories issued by BOs	174	138
	5.3 Of 5, number of complaints resolved after passing of Awards by BOs against the bank	-	-
6	Number of Awards unimplemented within the stipulated time (other than those appealed)	-	-

\*21 complaints are still open with RBI, Hence, not included in above Maintainable complaints analysis.



# Complaint Analysis

Disclosure of complaints:

Top five Grounds of complaints received by the bank from customers:

Grounds of complaints, (i.e. complaints relating to)	Number of complaints pending at the beginning of the year	Number of complaints received during the year	% increase/ decrease in the number of complaints received over the previous year	Number of complaints pending at the end of the year	Of 5, number of complaints pending beyond 30 days
1	2	3	4	5	6
Current Year (2023-2024)					
Credit Cards	555	22325	-13%	1338	28
Account opening/difficulty in operation of accounts	276	9476	-8%	285	0
Levy of charges without prior notice/excessive charges/foreclosure charges	247	6223	-14%	184	0
Non-observance of Fair Practices Code	71	2607	19%	151	0
Mis-selling/Para-banking	108	2159	14%	166	0
Others	507	12554	-4%	514	0
<b>Total</b>	<b>1764</b>	<b>55344</b>	<b>-8%</b>	<b>2638</b>	<b>28</b>
Previous Year (2022-2023)					
Credit Cards	78	25655	685%	555	2
Account opening/difficulty in operation of accounts	71	10256	178%	276	0
Levy of charges without prior notice/excessive charges/foreclosure charges	104	7243	11%	247	0
Non-observance of Fair Practices Code	62	2188	16%	71	0
Internet/Mobile/Electronic Banking	8	2006	431%	65	0
Others	166	12989	131%	550	0
<b>Total</b>	<b>489</b>	<b>60337</b>	<b>172%</b>	<b>1764</b>	<b>2</b>