



Communication Department

PRESS RELEASE

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The Banco de España presents the Complaints Report 2019

The Banco de España processed 14,638 complaints and 30,462 enquiries by citizens in 2019. **The Complaints Report 2019** released today sets out these figures and explains the most frequent reasons for complaints and enquiries, how they have been resolved and the criteria used to do so.

The Report compiles the best banking practice criteria applied by the Banco de España. These are undoubtedly of great interest to customers in their relations with financial institutions. For instance, the publication bolsters the criteria applicable to controversial aspects such as the charging of interest on debit positions, whether fees charged for probate services are appropriate and the necessary transparency banks must exercise in cases involving closing, freezing or restricting accounts. The Report further includes graphics explaining regulatory changes, and cases are illustrated using financial product simulators from the **Bank Customer Portal**.

Last year, processed complaints were 25% down on 2018, resuming figures similar to 2013. That year marked the surge in complaints arising from floor clauses and from mortgage loan arrangement costs.

In 2019, 5,641 complaints of all those received and processed were resolved. Of these, 1,604 ruled in favour of banks, while customers were vindicated in 4,037 cases. Of those favourable to the claimant, banks rectified their position in 2,953 cases (73.1%).

The Complaints Report concurs with strategic values of the Banco de España such as public service and transparency. It is also central to the fulfilment of the objectives of the Banco de España's Strategic Plan 2024, such as entrenching banks' standards of conduct towards their customers and contributing to improving citizens' financial education.

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