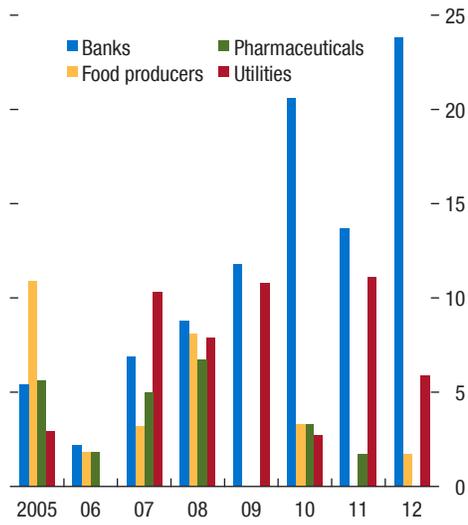


**Figure 3.4.1. Customer Complaints**  
*(Percentage of companies with customer complaints)*

Banks are increasingly under the spotlight because of consumer complaints or dissatisfaction.



Sources: Thomson Reuters Datastream; and IMF staff calculations.