



STATISTICS OF COMPLAINTS LODGED AT THE BANCO DE MOÇAMBIQUE AGAINST FINANCIAL INSTITUTIONS IN THE SECOND HALF OF 2025

The Banco de Moçambique (BM) publishes the statistics on complaints submitted by financial consumers against financial institutions during the first half of 2025, in compliance with the methodology established under Circular No. 8/EFI/2021 of 20 December, Methodology for Calculating the Most Complained-About Institutions.

This publication presents:

- The institutions subject to complaints during the first half of 2025 (Table 1);
- Main issues raised in complaints (Table 2); and
- Main issues identified (Table 3).

Table 1 presents, for each institution:

- The **complaints index**, which reflects the number of complaints per 100,000 customers;
- The **number of complaints**, which corresponds to the total complaints submitted to BM against the institution in the first half of 2025;
- The **share of total complaints**, which expresses the proportion of the institution’s complaints relative to the total number received by the BM; and
- The **number of customers** of the institution as at 30 June 2025.

For comparative analysis, the institutions were grouped by type (banks, microbanks, credit unions, and mobile money institutions), segmented by customer-base intervals, and ranked in descending order of the complaints index.

The general complaints index was calculated as follows:

Index of complaints per institution =

No. of Complaints × *Multiplier*

Number of customers of the institution

Data:

- **Number of complaints** – number of complaints received against the institution for the reporting

period;

- **Multiplier** – a constant of 100,000 used to calculate the number of complaints per 100,000 customers, which allows comparisons across institutions of different sizes by taking their customer base into account; and

- **Number of customers** – number of customers of the institution in the reporting period.

In addition, the general complaints index was calculated, reflecting the number of complaints per 100,000 customers across all institutions against which complaints were lodged.

General index of complaints =

Total Complaints × *Multiplier*

Total number of customers

Description:

- **Total Complaints:** this is the total number of complaints received by the Banco de Moçambique against all institutions in the reporting period;
- **Multiplier:** a constant of 100,000 used to express the general complaints index per 100,000 customers; and
- **Total Number of Customers:** this is the sum of the customers of all institutions included in the calculation during the reporting period.

Following the examination of the complaints, the BM has adopted the following measures:

1. Issuance of specific directives to correct the identified issues, including the reimbursement to customers of amounts charged improperly, amounting to MZN 8,028,152.46.
2. Initiation of two (2) legal proceedings against two (2) institutions.
3. Conduct of:
 - a. Three (3) meetings with the boards of directors and senior management of the financial institutions to discuss and implement corrective actions;
 - b. Four (4) on-site inspections;
 - c. Ongoing supervision and monitoring of the implementation of corrective measures by the institutions.

Table 1 - Most Complained-About Institutions | First Half of 2025

Ord.	Complainee institution	Complaints index ¹	Number of complaints	Share of total complaints (%)	Number of customers	Scope
BANKS						
Over 1,000,000 customers						
1	Banco Comercial e de Investimentos, SA	8.8	211	34.1	2,410,907	Bank account, ATM, credit, transfer, POS, CRC ² , cheque
2	Banco Internacional de Moçambique, SA	5.2	113	18.3	2,188,478	Bank account, credit, ATM, POS, transfer, foreign exchange transactions, CRC, banking confidentiality duty
200,000 to 1,000,000 customers						
3	Absa Bank Moçambique, SA	10.6	33	5.3	243,039	ATM, bank account, credit, CRC, transfer, POS, insurance
4	Standard Bank, SA	7.4	35	5.7	474,838	Bank account, ATM, credit, transfer, POS
5	Moza Banco, SA	7.1	20	3.2	283,016	Credit, bank account, ATM, transfer, CRC, foreign exchange transactions
100,000 to 200,000 customers						
6	FNB Moçambique, SA	10.6	21	3.4	198,073	Bank account, credit, ATM
7	Banco Letshego, SA	9.2	11	1.8	120,120	Credit, CRC, bank account
1000 to 100,000 customers						
8	United Bank of Africa, SA	33.7	10	1.6	29,691	Credit, ATM, CRC, customer service
9	First Capital Bank, SA	24.9	5	0.8	20,093	Credit
10	Nedbank Moçambique, SA	22.6	11	1.8	48,700	Credit, bank account, ATM, CRC
11	Access Bank Mozambique, SA	17.7	15	2.4	84,569	Credit, bank account, CRC
Below 1000 customers						
12	Banco Nacional de Investimento, SA	146.2	1	0.2	684	Credit
MICROBANKS						
13	Metropolitano Mcb, SA	1,515.2	2	0.3	132	Credit
14	Confiança Mcb, SA	66.6	6	1.0	9,005	Credit, CRC
15	ServCred Mcb, SA	47.2	1	0.2	2,118	Credit
16	Bayport Financial Services Moçambique (Mcb), SA	27.1	36	5.8	133,017	Credit, CRC
17	MyBucks Bank Mozambique, SA	12.3	11	1.8	89,304	Credit
18	Microbanco de Apoio aos Investimentos, SA	5.8	3	0.5	51,828	CRC, credit
19	Socrema Mcb, SA	3.0	1	0.2	33,451	Credit
CREDIT UNIONS						
20	Cooperativa de Poupança e Crédito, SCRL	69.3	0.2	1.6	2	Bank account
MOBILE MONEY NETWORKS						
21	Vodafone M-Pesa, SA	0.4	57	9.2	13,091,754	Mobile money network
22	M-Mola, SA	0.2	15	2.4	9,424,265	Mobile money network
	TOTAL		620	100,0		
General complaints index		2.1	-	-	-	

¹ The Complaints Index represents the number of complaints per 100,000 customers of the institution. Higher indices indicate a greater share of complaints relative to the institution’s customer base.

² Central Credit Register.

Table 2 - Subjects of Complaints | First Half of 2025

Ord.	Complaint subject	Number of complaints	Share of total complaints (%)
1	Credit	205	33.1 %
2	Bank account	167	26.9 %
3	ATM	113	18.2 %
4	Mobile money	72	11.6 %
5	Transfer	24	3.9 %
6	CRC	18	2.9 %
7	POS	13	2.1 %
8	Foreign exchange transactions	3	0.5 %
9	Cheque	2	0.3 %
10	Banking confidentiality duty	1	0.2 %
11	Insurance	1	0.2 %
12	Customer service	1	0.2 %
TOTAL		620	100.0 %

Table 3 – Main Issues Identified | First Half of 2025

Ord.	Complaint subject	Main issues
1	Credit	Non-compliance with credit agreement
		Collection of installments after credit settlement
		Undue credit charges
2	Bank account	Unauthorized bank account debits
3	ATM	Bank account debit arising from unsuccessful cash withdrawal at ATM
4	Mobile money	Mobile money account debit arising from unsuccessful cash withdrawal at ATM
5	Transfer	Transfer amount not credited to bank account
6	CRC	Improper CRC reporting
7	POS	Account debited twice following a POS payment
		Account debited despite an unsuccessful POS payment
8	Foreign exchange transactions	Withholding of funds transferred from abroad
9	Cheque	Improper reporting to the CECSP
		Denied cheque payment
10	Banking Confidentiality Duty	Breach of banking confidentiality duty
11	Insurance	Unpaid insurance proceeds
12	Customer Service	No response to customer request