

## Complaint : Unfair Banking Charges

Written by Administrator

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I'm BSN saving account holder since my retirement from the Armed Forces in 1992. Since then the monthly pension is being credited into the said account.

The procedures differ from other banks whereby only the total debit and credit is reflected whenever the saving account book is updated. The problem arises when actual transaction with date is not shown. Any how this was overcome by a separate statement of account being printed out on request, which many customers are not aware of.

But effective May 2008 BSN insisted on charging Rm 2.00 for each requested statement. On what basis is this new charges being thrown to the customer who is providing business platform to BSN. Why cant BSN act like other Banks by reflecting actual transaction in the account book.

Please justify. Thank you Sir.