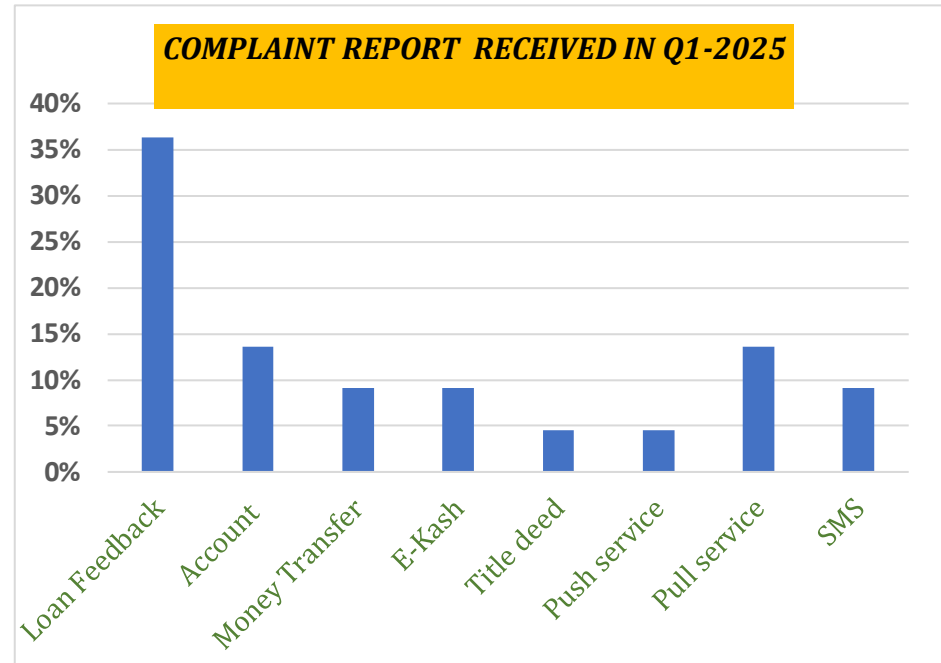


## CUSTOMER COMPLAINTS REGISTERED IN Q1\_2025

### COMPLAINT NATURE

<b>Loan Feedback</b>	<b>36%</b>
<b>Account</b>	<b>14%</b>
<b>Money Transfer</b>	<b>9%</b>
<b>E-Kash</b>	<b>9%</b>
<b>Title deed</b>	<b>5%</b>
<b>Push service</b>	<b>5%</b>
<b>Pull service</b>	<b>14%</b>
<b>SMS</b>	<b>9%</b>



COMMENT: In General Q1\_2025 the total customer complaints received were 22 and all responded on time. Therefore, The chart showed that loan feedback had 36% while Account and Pull service had 14% compared to others remaining complaint nature had 9% and 5%.