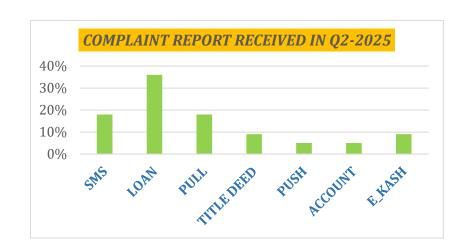


## **CUSTOMER COMPLAINTS REGISTERED IN Q2\_2025**

## **COMPLAINT NATURE**

SMS	18%
LOAN	36%
PULL	18%
TITLE DEED	9%
PUSH	5%
ACCOUNT	5%
E_KASH	9%



COMMENT:In General Q2\_2025 the total customer complaints received were 22 and all responded on time. Therefore, The chart showed that loan feedback had 36% while SMS and Pull service had 18% compared to others remaining complaint nature had 9% and 5%.