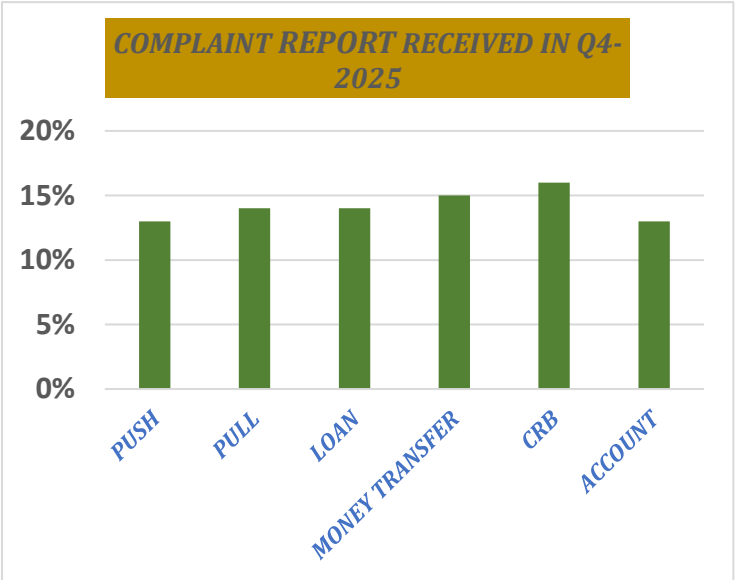


CUSTOMER COMPLAINTS REGISTERED IN Q4_2025

COMPLAINT NATURE	
PUSH	13%
PULL	14%
LOAN	14%
MONEY TRANSFER	15%
CRB	16%
ACCOUNT	13%



Comment: In Q4-2025 the total customer complaints received were 24 and all were responded on time. Therefore, The chart shows that CRB were 16%, while Money transfer was 15%. Other compared to Pull and Loan which had 14% and 13% for others remaining.