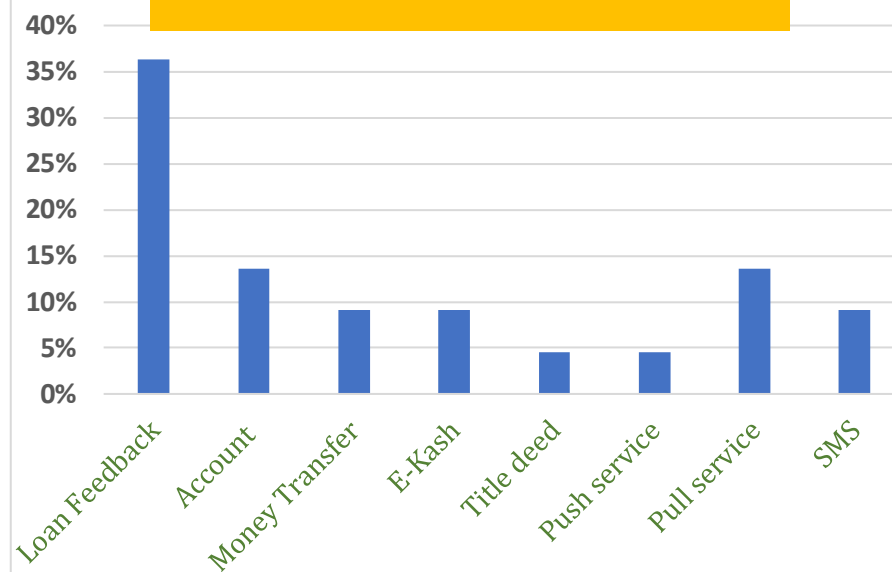


CUSTOMER COMPLAINTS REGISTERED IN Q1_2025

COMPLAINT NATURE

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

COMPLAINT REPORT RECEIVED IN Q1-2025



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%.