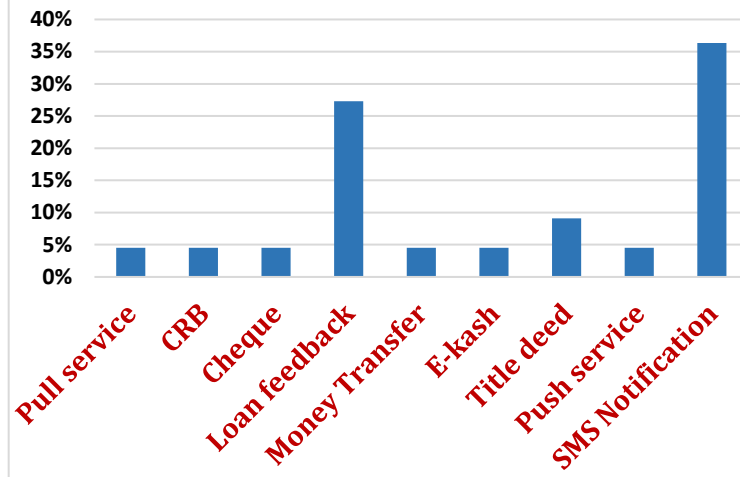


CUSTOMER COMPLAINTS REGISTERED IN Q4_2024

COMPLAINT NATURE

Pull service	5%
CRB	5%
Cheque	5%
Loan feedback	27%
Money Transfer	5%
E-kash	5%
Title deed	9%
Push service	5%
SMS Notification	36%

COMPLAINT REPORT RECEIVED IN Q4-2024



Comment: In Q4-2024 the total customer complaints received were 22 and all were responded on time. Therefore, The chart shows that SMS notifications were 36%, while loan feedback were 27%. Other compared to title deed which had 9% and 5% for others remaining.