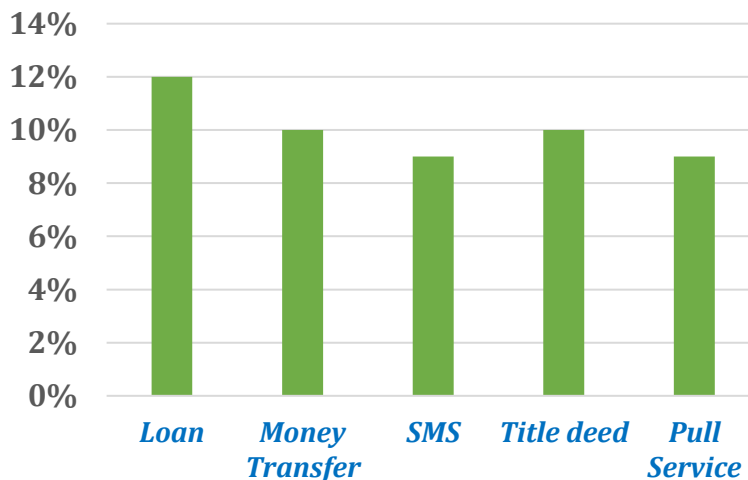


CUSTOMER COMPLAINTS REGISTERED IN Q3_2025

COMPLAINT NATURE

Loan	12%
Money Transfer	10%
SMS	9%
Title deed	10%
Pull Service	9%

COMPLAINT REPORT RECEIVED IN Q3-2025



Comment: In Q3-2025 the total customer complaints received were 16 and all were responded on time. Therefore, The chart shows that loan feedback were 12%, while Money transfer and title deed were 10%, Other compared Pull service and SMS notification which had 9%.