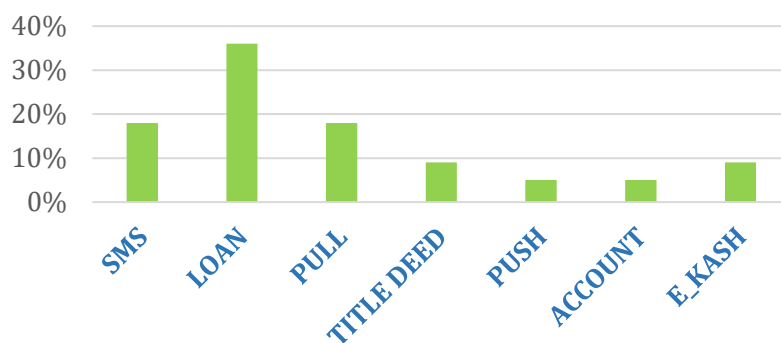


CUSTOMER COMPLAINTS REGISTERED IN Q2_2025

COMPLAINT NATURE

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

COMPLAINT REPORT RECEIVED IN Q2-2025



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%.