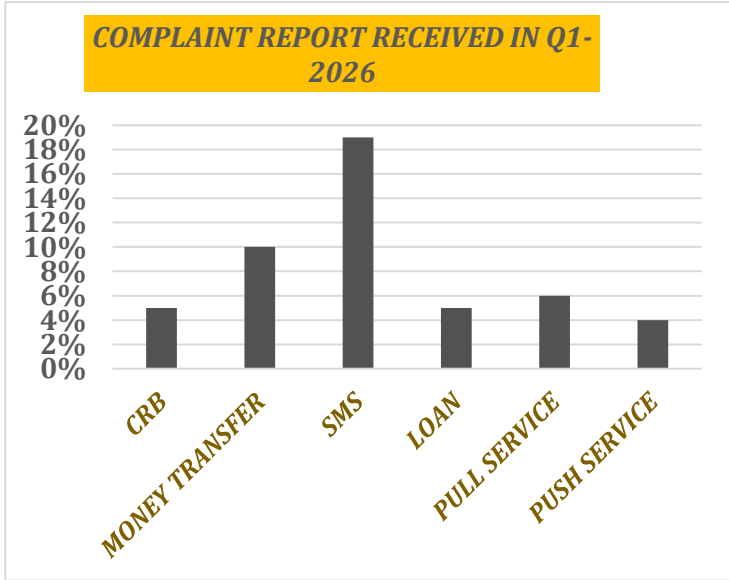


CUSTOMER COMPLAINTS REGISTERED IN Q1_2026

COMPLAINT NATURE

CRB	5%
MONEY TRANSFER	10%
SMS	19%
LOAN	5%
PULL SERVICE	6%
PUSH SERVICE	4%



COMMENT:In General Q1_2026 the total customer complaints received were 19 and all responded on time. Therefore, The chart showed that Push service had 4% while SMS had 19% and money transfer had 10% while Pull service had 6% compared to others remaining complaint nature CRB and Loan had 5%.