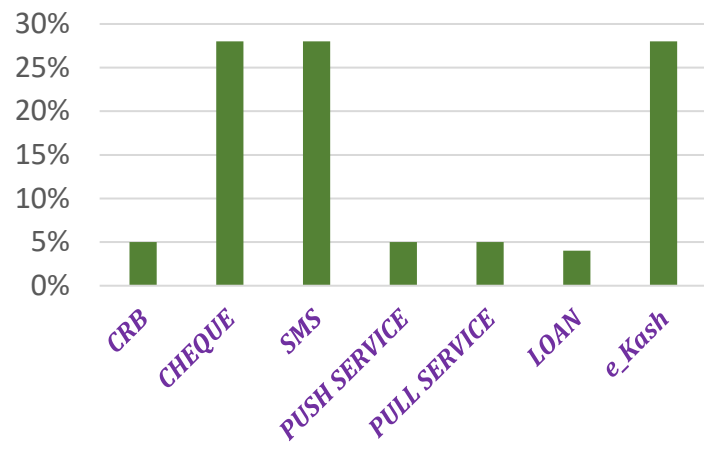


CUSTOMER COMPLAINTS REGISTERED IN Q2_2026

COMPLAINT NATURE

CRB	5%
CHEQUE	28%
SMS	28%
PUSH SERVICE	5%
PULL SERVICE	5%
LOAN	4%
e_Kash	28%

COMPLAINT REPORT RECEIVED IN Q2_2026



COMMENT:In General Q2_2026 the total customer complaints received were 28 and all responded on time. Therefore, The chart showed that cheque, e_Kash and Sms had 28% while CRB, Push and Pull service had 5% compared to the other remaining complaint nature Loan which had 4%.