

## Complaints Resolution Statistics

Year 2022

Annual Statistics	
Total number of complaints dealt by the Senior Designate Employee during the year	02
Number of complaints resolved, of the above, in the opinion of the bank	0
Average length* of time taken by the Bank to deal with the above complaints	7.50
Total number of complaints escalated to external complaint body for resolution.	Nil

\* Calculated from the first interaction with the customer to the date on which the complaint was resolved or closed

### Nature of Complaints

Primary Classification	Secondary Classification	Count of Complaints	Status of Complaint	Days taken to close the complaint
Account	Opening	1	Closed	6 days
Account	Closure	1	Closed	9 days