

## Annual Complaints Report

Jan 01, 2022, to Dec 31, 2022

Annual Statistics	
Total number of complaints received during the year	2
Total number of complaints dealt by the Bank (Both the complaints were closed and substantive reply was provided as per Bank's opinion)	2
Total number of complaints escalated to external complaint body for resolution	Nil
Average length of time taken by the Bank to deal with the complaint	7.50 Days

### 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