

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 in the opinion of the bank | 0 |
| Average length of time taken by the Senior Designate Employee to deal with the complaints | 7.50 Days |
| Total number of complaints escalated to external complaint body for resolution. | Nil |

Nature of Complaints

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