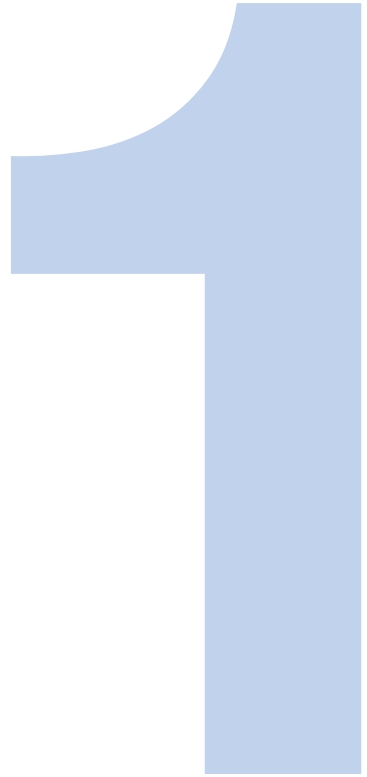


Beneficiary's Voice Report

Q3 - 2024



Phone Communication Channel



Phone Communication Channel

Incoming Calls by Month

July	August	September	Total
92,426	98,855	116,904	308,185

2



Digital Communication Channel



Digital Communication Channel

Interactions by Month

July	August	September	Total
20,220	12,751	22,972	55,943

3



Email Channel



Email Channel

Inbox by Month

July	August	September	Total
9,068	8,813	9,469	27,350

4



Top Complaints & Suggestions



Key Resolved Complaints & Suggestions

- **National Single Sign-On (Nafath):**

1. Adding a feature that allows users to log in to Nafath app without requiring biometric verification.
2. Launching the new Nafath platform, which provides additional details of the client's data, including, but not limited to, the status of the Nafath app and passport number.

- **Tawakkalna Platform:**

1. Enhancing the time frame for data updates to ensure immediate and automatic reflection.

- **Ehsan Platform:**

1. Automating the refund request process.
2. Introducing a gift option for recurring donations.