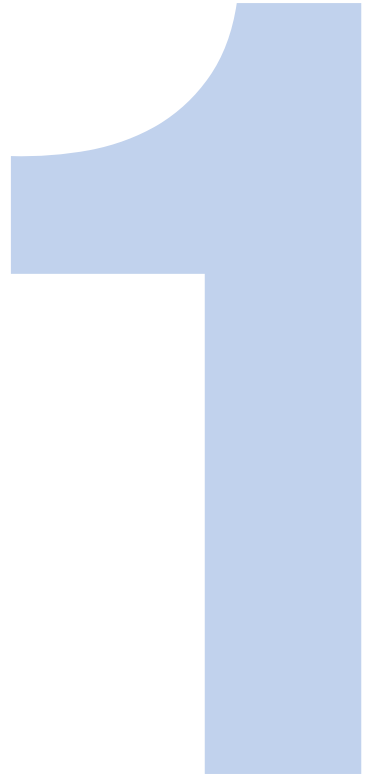


Complaints and Suggestions Report

3Q - 2024



Suggestions



Suggestions Statistics

Suggestions Received by Month

| July | August | September | Total |
|------|--------|-----------|-------|
| 21 | 24 | 11 | 56 |

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Complaints



Complaints Statistics

Complaints Received by Month

| Month | Under Processing | Resolved | Total Complaints |
|-----------|------------------|----------|------------------|
| July | 108 | 5,765 | 5,873 |
| August | 683 | 5,172 | 5,855 |
| September | 2,069 | 4,842 | 6,911 |

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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.