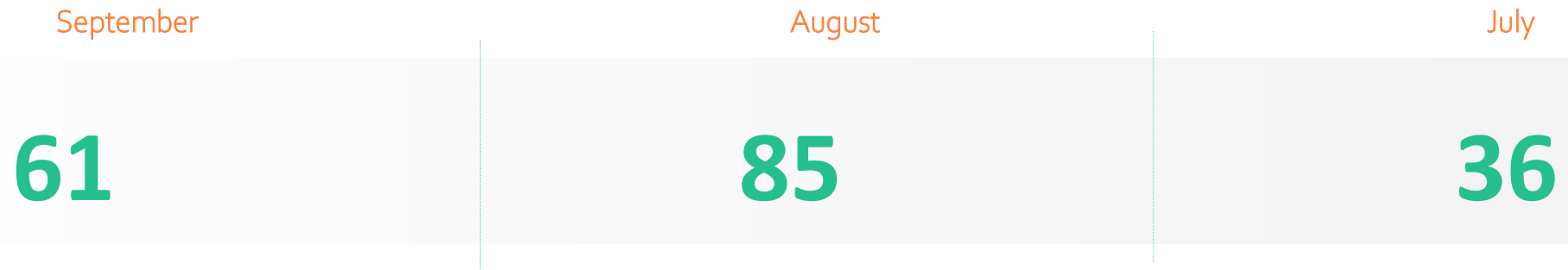


Complaints & Suggestions ”

Q3 - 2022

Suggestion Statistics



Total Suggestions in Q3

Suggestions **182**

Complaints Statistics

Resolved	Processing	Total Complaints	
2,554	0	2,554	July
1,802	0	1,802	August
4,136	0	4,136	September

Total Complaints in Q3

Complaints **8,492**

The most common complaints and suggestions that have been resolved



Many customers **suggested creating an application for Ehasn.** Therefore, a special application was created.

04

Many complaints were received regarding accessing **Ehkaam platform, which was through Nafath application only.** After analyzing customers' complaints, an option to log in with the username and password was added.

01

Many customer suggestions were received about adding **an option to update the mobile number through Nafath application, and this option was added.**

05

Many complaints were received regarding the method of logging in to Tawakkalna Services. After analyzing customer complaints, the option to log in through **Nafath** application was added.

02

Many customers **suggested adding certain donation cases, such as caring for mosques and sponsoring orphans, and they were added to the platform.**

06

Many complaints were received regarding **updating campaign amounts on Ehsan** platform, and the problem was addressed by **modifying** the procedures for updating campaign amounts.

03



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