

## Log of Complaints Received- 2021



| # | Date       | Type                      | Status    | Source | Complaint   |
|---|------------|---------------------------|-----------|--------|---|
| 1 | 22/12/2020 | Contribution              | Completed | Email  | Unpaid pension contribution.                            |
| 2 | 30/12/2020 | General Letters/Documents | Completed | Email  | A statement issued from pension office for bid purpose. |
| 3 | 13/06/2021 | General Letters/Documents | Completed | Email  | Collateralization Amount.                               |
| 4 | 30/06/2021 | Contribution              | Completed | Egov   | A General Complaint regarding the Pension scheme        |
| 5 | 04/07/2021 | Contribution              | Completed | Email  | Incorrect accrued pension amount                        |
| 6 | 12/08/2021 | Death Reports             | Completed | Phone  | Basic Pension being used by family members              |
| 7 | 23/08/2021 | Pension Withdrawals       | Completed | Email  | Basic Pension Underpaid                                 |