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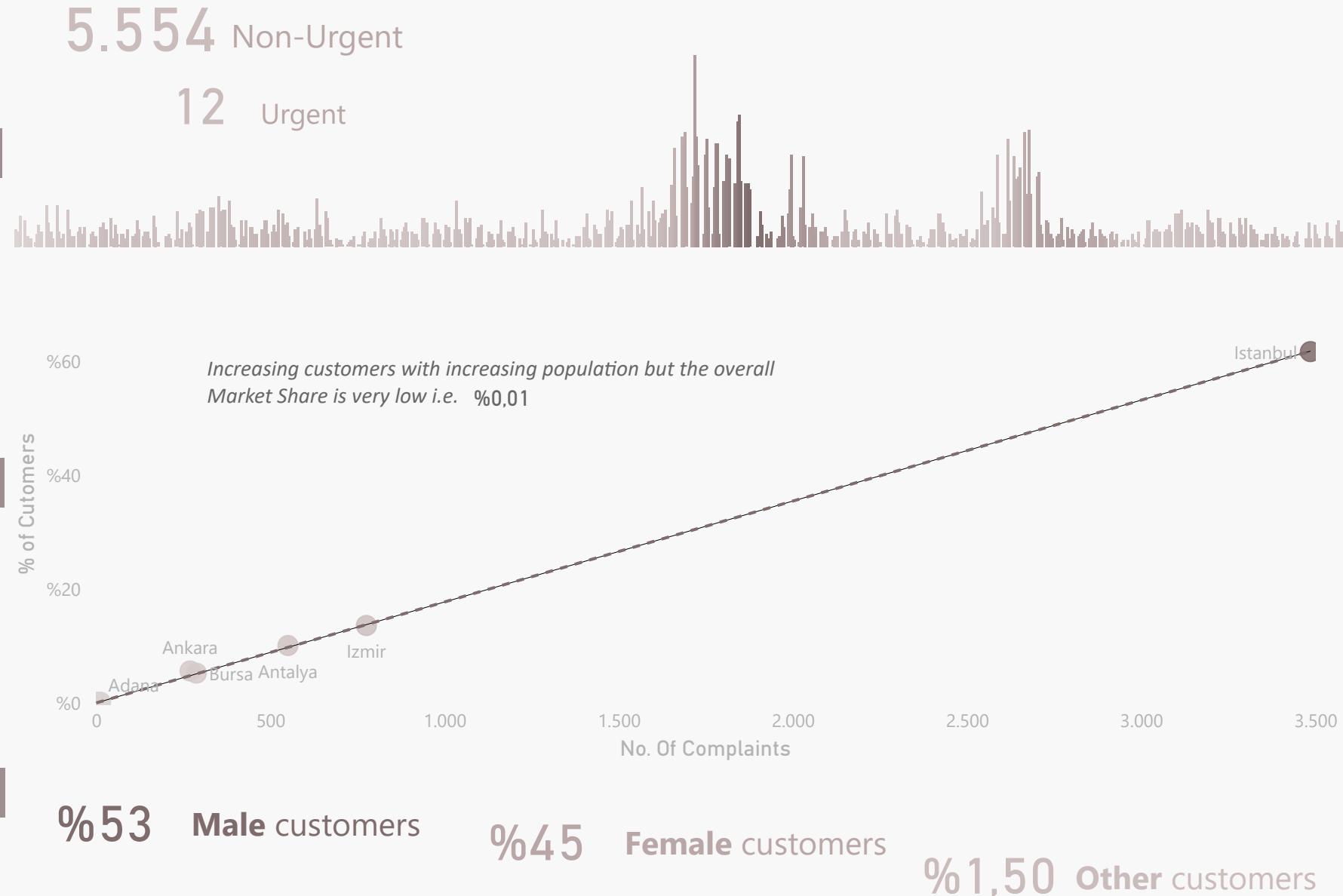
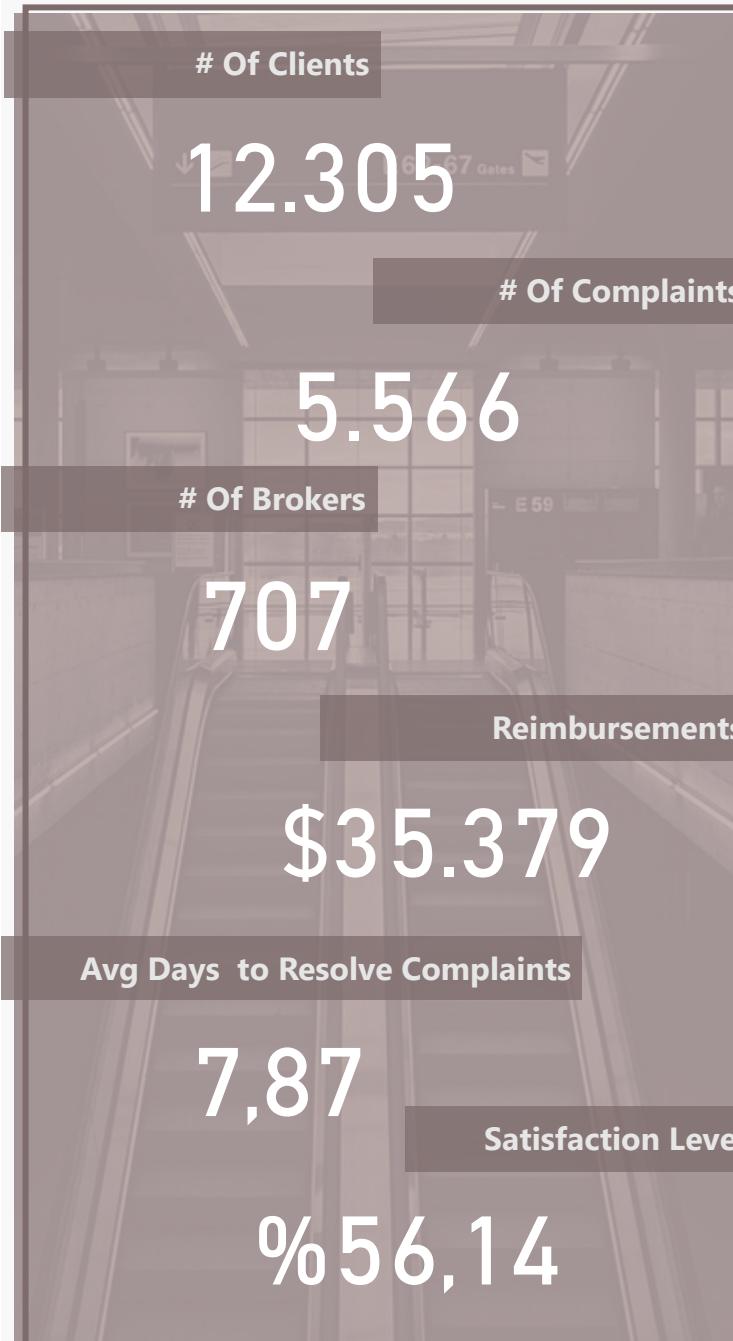
06 Brokers Performance Measurement



This section looks at the general overview of the company's number of clientele & it's composition, number of brokers, number of complaints, complaint handling days & market share.

General Overview

01



02 Complaints Distribution

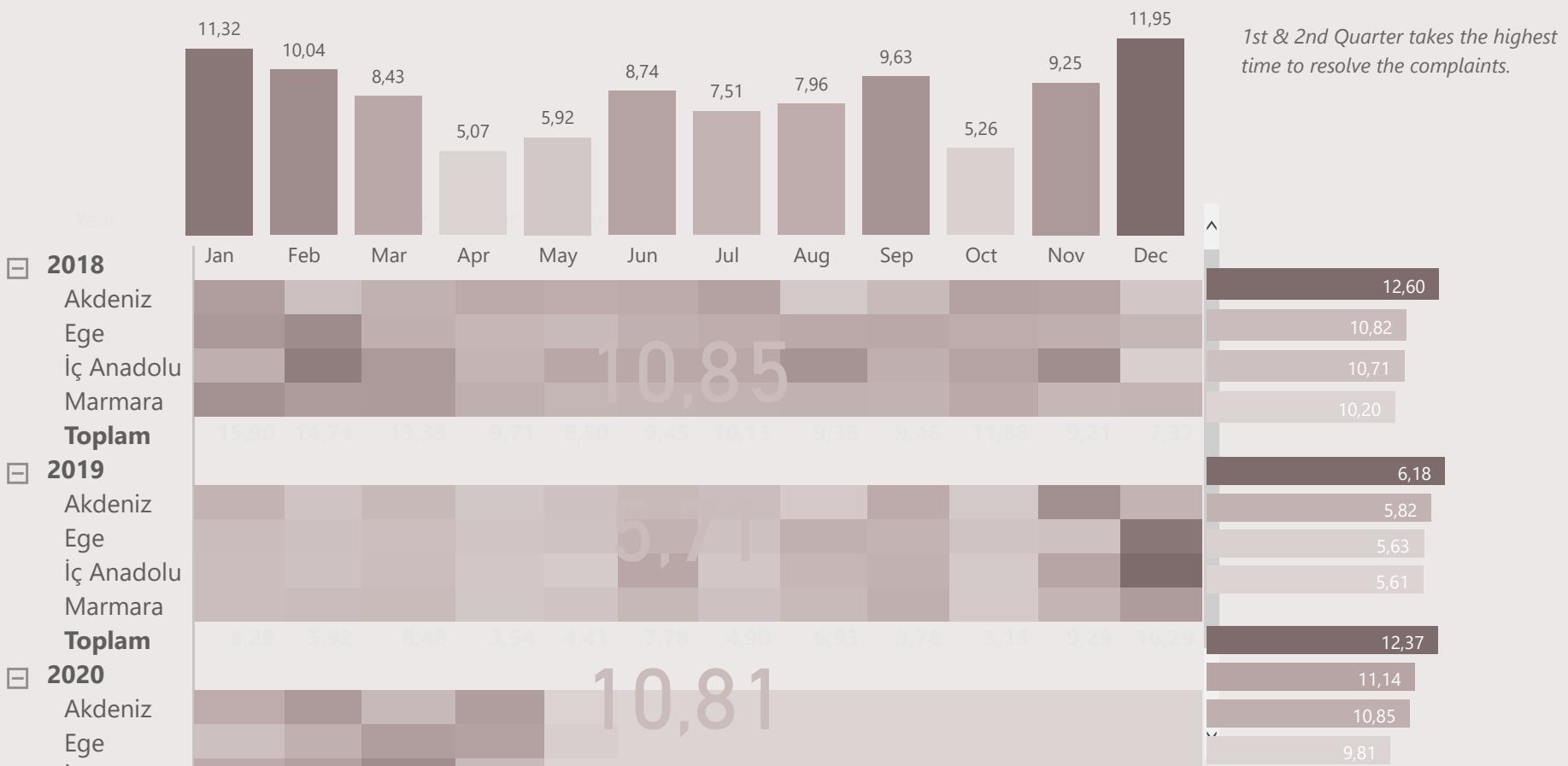
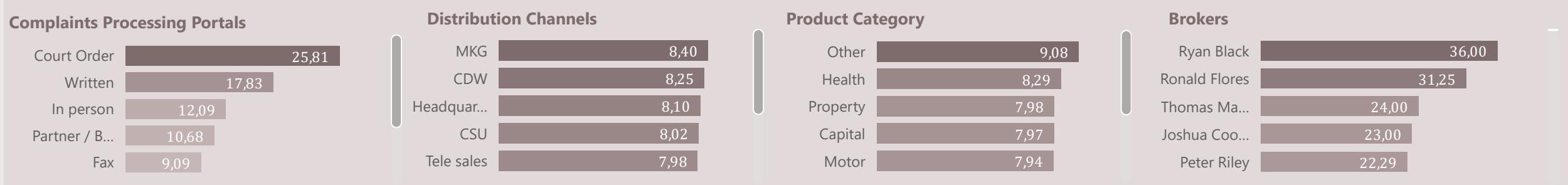


This section looks at the distribution of complaints by sectors/locations from 2018 till date. The report can be filtered by Cities, Regions, Processing Portals, Distribution Centers and Product Category. Bad performing sectors/locations can be identified for improvements.

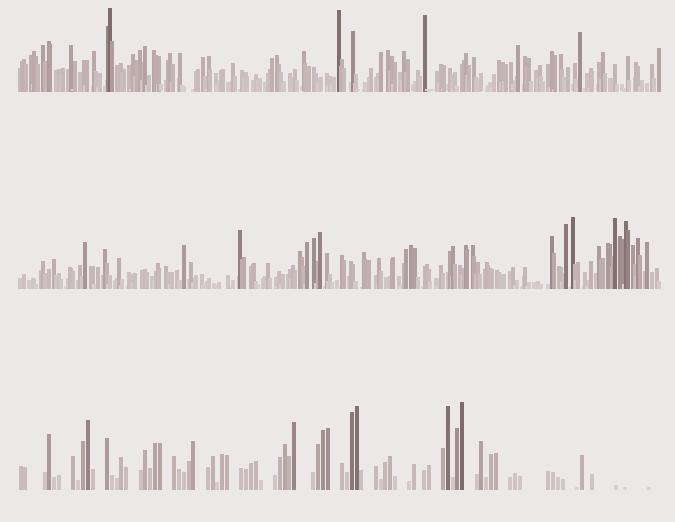
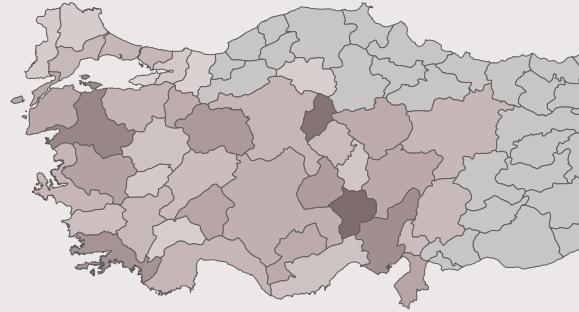


03 Complaints Handling Days

This section looks at the average number of days taken to resolve complaints by sectors/locations from 2018 till date. The report can be filtered by Brokers, Regions, Distribution Channels, Processing Portals and Business Units. Bad performing sectors/locations can be identified for improvements.



1st & 2nd Quarter takes the highest time to resolve the complaints.



İç Anadolu

Ege

Akdeniz

Marmara

04

Complaints Status

Customer Name ▾

Tümü

Broker Name ▾

Tümü

Region ▾

Tümü

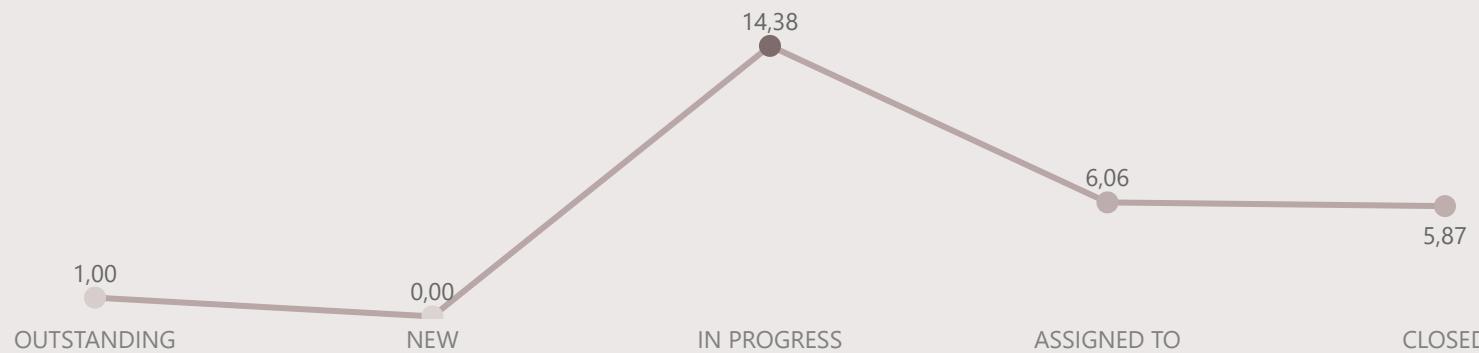
City ▾

Tümü



Average Days Spent Along The Complaints

Processing Status



Closed Complaints

i.e. %99,10
of Total Complaints

5.516

Open Complaints

**Avg Status Days 5,87

50

In-Progress Complaints

i.e. %0,23
of Total Complaints

13

New Complaints

**Avg Status Days 5,87

13

i.e. %0,23
of Total Complaints

**Avg Status Days 5,87

Outstanding Complaints

i.e. %0,14
of Total Complaints

8

**Avg Status Days 5,87

Assigned Complaints

i.e. %0,29
of Total Complaints

16

**Avg Status Days 5,87

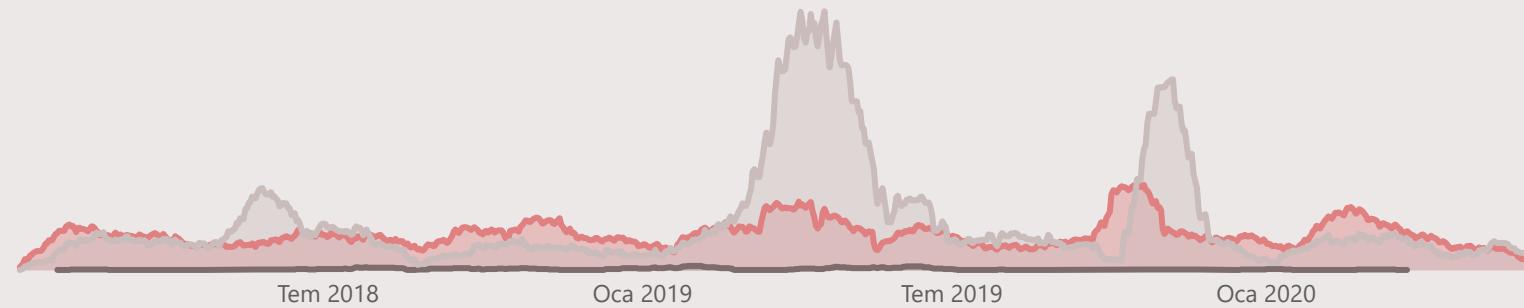
Broker ID	Broker Name	Product	Description	DistributionChannel	Customer Name	Status Days
10407	Fred Robertson	CAP-024	Bank Branch	XPA	Sullivan Benjamin	12
10406	Justin Knight	CAS-065	Bank Branch	Tele sales	Arnold Rebecca	18
10448	Philip Arnold	CAS-076	Bank Branch	Headquarters	Nelson Louis	8
10286	Clarence Davis	LOL-046	Bank Branch	Tele sales	Mills Frances	1
14299	Todd Dixon	MOT-008	Bank Branch	CSU	Crawford Jason	3
10511	Antonio Morales	BMB-042	Company HQ	Bank Branches	King Carlos	3
12720	Jerry Perry	BMB-042	Company HQ	Bank Branches	Martin Larry	2
12883	Aaron Wheeler	BMB-042	Company HQ	Bank Branches	Mills Craig	23
13145	Gerald Castillo	BMB-042	Company HQ	BRU	Cole Sean	10
14231	Ryan Welch	BMB-042	Company HQ	BRU	Oliver Janice	0
10492	Willie Williams	BMB-042	Company HQ	CDW	Welch Amy	5
11266	Richard Dean	BMB-042	Company HQ	CDW	Gibson Kimberly	5
13529	Gerald Edwards	BMB-042	Company HQ	CDW	Porter Rachel	0
14355	Martin Franklin	BMB-042	Company HQ	CDW	Patterson Christopher	81

05 Clients Satisfaction Survey



This section analyses Client's Satisfaction over the period of time based on Company's existing Product Category.

3.125 Satisfied



2.375 Survey N/A

66 Not Satisfied

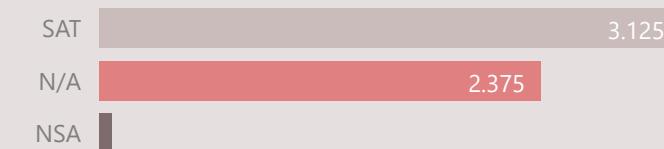
Of the total 9 products, highest number of surveys is in Capital & among the years is 2019 .



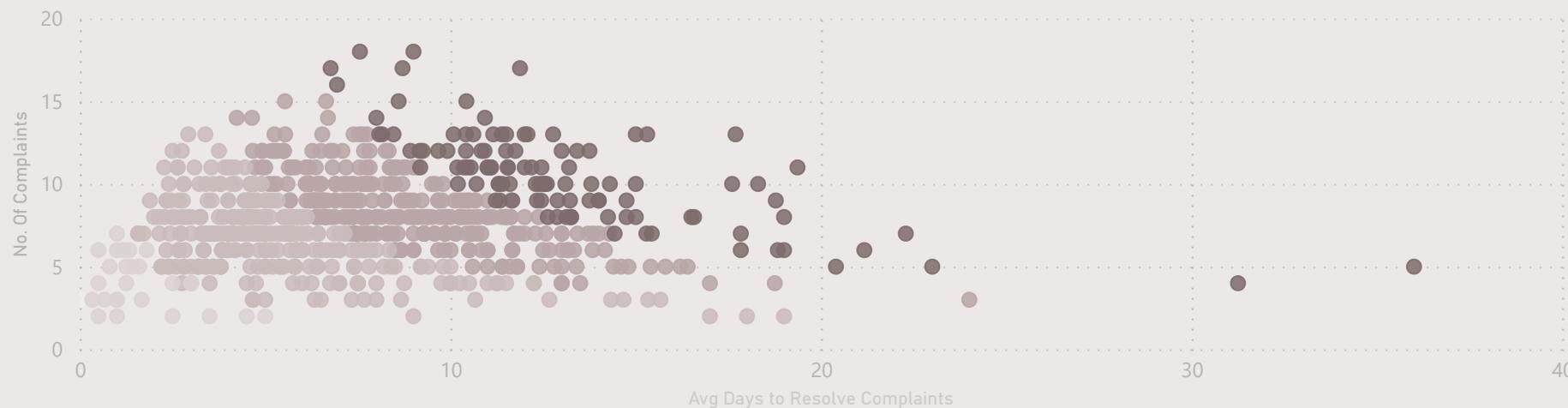
2020 639

2019 3.192

2018 1.735



06 Brokers Performance Measurement



Expected Reimbursements classified by Brokers

Bobby Lane	(\$15.001)
Jonathan Ward	(\$6.000)
Willie Ortiz	(\$4.000)
George Henderson	(\$3.000)
Kenneth Fields	(\$2.442)
Louis Reyes	(\$1.791)
Terry Shaw	
Edward Garrett	
Patrick Hunt	
Eugene Griffin	
John Reyes	
Martin Clark	
Daniel Stone	

The highest amount of reimbursement \$15.001 is related to Product Category Capital

Top 13 Brokers by Highest Days Taken to Resolve Complaints

Ryan Black	36
Ronald Flores	31
Thomas Martinez	24
Joshua Cooper	23
Peter Riley	22
Jose Burns	21
Raymond Collins	20
Earl Stewart	19
Antonio Sullivan	19
Bruce Edwards	19
Larry Marshall	19
Clarence Fox	19
Kenneth Morris	19
Justin Lawson	19
Eric Richards	18

