

COAST Trust, Principal Office, Dhaka. Date: July 19, 2020

On July 16, 2020 (Thursday) "Central CRM Standing Committee Meeting" was held at principal office. The meeting was moderated by the Executive Director. The Deputy Executive Director, Director-Admin & SR, Joint Director-MEAL and Deputy Director-HRM were also present in the meeting. All the reports and situations from February to June of 2020 had been discussed. In February and March there was no complaint, from March 25 to May 30 of 2020 all offices of COAST Trust were closed due to Corona virus pandemic and locked down declared by Bangladesh government. Some complaints had been reported in the month of June, 2020. In the meeting those reports of June were discussed which include the following:

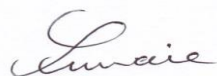
| SL No. | Complaints & Solution | Responsible Person | Dateline |
|--------|---|--------------------|----------|
| 1. | BM Ramij of Teknaf Branch did rough behavior with the staff before members. After getting complaints RPC sat with him and discussed. Then the problem was solved. | RPC | - |
| 2. | In Sonapur branch at Razani shamiti when a loan defaulter was asked to repay the loan she was refused to pay. Then the staff got involved in the quarrel with her husband which was solved later. | RPC | - |
| 3. | In lakhhipur at Meghna shamiti in three passbooks inconsistencies found in the savings balance which had been corrected instantly after being identified. | RPC | - |

Besides in the meeting some decisions have been taken which include the following:

| SL. No. | Decisions | Responsible Person | Dateline |
|---------|---|---|--------------------------|
| 1. | In the field level all the staff have to have visiting card. If any colleague doesn't have visiting card he or she has to inform the responsible staff. | Head-ICT and all office chief. | July 30, 2020 |
| 2. | To give complaints over phone, in visiting card and sticker only phone numbers have to be kept available without name. | Coordinator-ICT and all office Chief. | July 30, 2020 |
| 3. | Motivating and facilitating to give valid complaints stickers have to be put on every motorcycle and other vehicles. | Coordinator-ICT and JD-Research, Social Media & ICT and all office Chief. | August 05, 2020 |
| 4. | To increase the motivation of every BM and team spirit a three day training will be provided. | Deputy Executive Director Director-CP, RPC, BM | As per Training Calendar |

Prepared by,

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Deputy Director-HRM