

From

Arun Sudhakaran
SF0062948
Udumbumchola Branch

To,

Sanjaydath
AH Kattapana Area

Subject: Explanation Regarding GRT Updates in Branch Location

Dear Sir,

I would like to inform you that all house visits and GRT processes are being updated properly from our side. However, our branch is located in a high-range area where network connectivity is very poor, and we frequently face network-related issues.

Due to this connectivity problem, the GRT photos and updates done during house visits often remain in pending status in FIMO and do not get updated immediately. This situation has occurred multiple times. To avoid inconvenience and delay for customers who visit the branch, we sometimes clear the pending data and recapture the GRT photos to complete the process without making customers wait.

I would like to assure you that we are strictly following all company policies and procedures. The issue with location capture occurs only due to network problems during the process. Kindly consider this situation.

Date: 4-04-2026

Sincerely,
Arun Sudhakaran