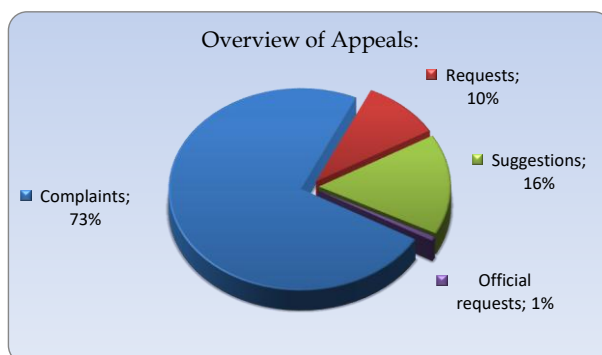


Semi-annual Report on Consumer Appeals

(01.01.2026 -30.06.2026)

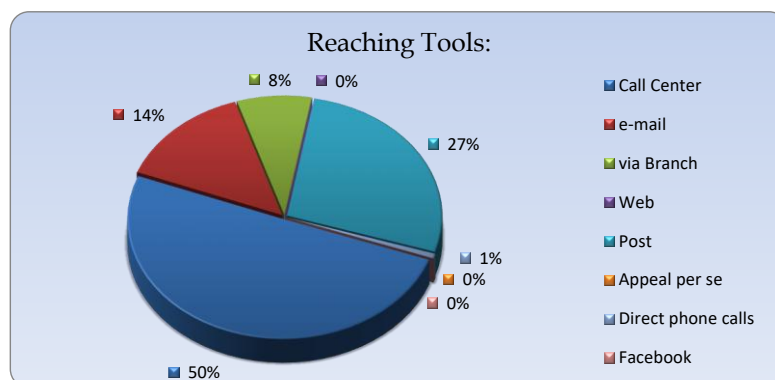
Overview of Appeals

2026							
	January	February	March	April	May	June	Total
Complaints	21	17	17	21	22	16	114
Requests	3	3	3	1	1	4	15
Suggestions	2	5	5	2	3	8	25
Official requests	0	0	0	0	0	1	1
Total of month	<u>26</u>	<u>25</u>	<u>25</u>	<u>24</u>	<u>26</u>	<u>29</u>	<u>155</u>



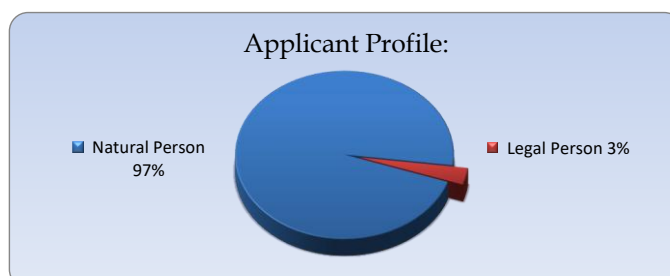
Reaching Tools

2026							
	January	February	March	April	May	June	Total
Call Center	18	11	13	13	13	10	78
e-mail	4	6	2	5	3	2	22
via Branch	1	3	2	2	3	1	12
Web	0	0	0	0	0	0	0
Post	3	5	8	4	7	15	42
Appeal per se	0	0	0	0	0	0	0
Direct phone calls	0	0	0	0	0	1	1
Facebook	0	0	0	0	0	0	0
Total of month	<u>26</u>	<u>25</u>	<u>25</u>	<u>24</u>	<u>26</u>	<u>29</u>	<u>155</u>



Applicant Profile

2026							
	January	February	March	April	May	June	Total
Natural Person	25	24	23	23	26	28	149
Legal Person	0	1	2	1	0	1	5
Total of month	<u>25</u>	<u>25</u>	<u>25</u>	<u>24</u>	<u>26</u>	<u>29</u>	<u>154</u>



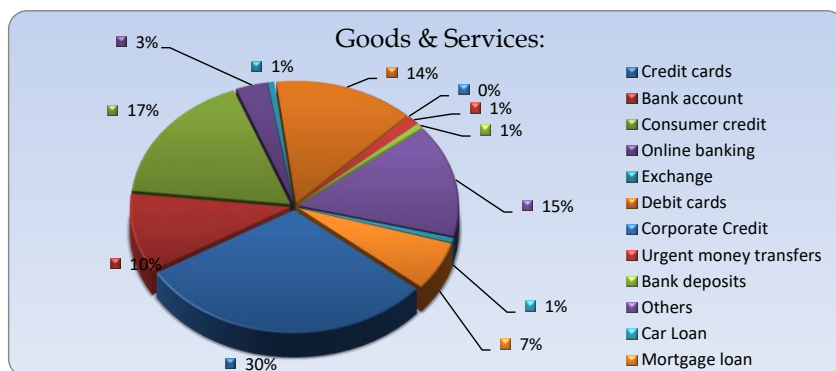
Sex

2026							
	January	February	March	April	May	June	Total
Male	16	19	18	18	19	21	111
Female	10	5	6	5	7	7	40
Total of month	<u>26</u>	<u>24</u>	<u>24</u>	<u>23</u>	<u>26</u>	<u>28</u>	<u>151</u>



Goods & Services

2026							
	January	February	March	April	May	June	Total
Credit cards	7	11	6	5	5	13	47
Bank account	1	3	5	5	2	0	16
Consumer credit	10	4	6	0	5	2	27
Online banking	1	0	1	1	0	2	5
Exchange	1	0	0	0	0	0	1
Debit cards	3	1	3	5	6	4	22
Corporate Credit	0	0	0	0	0	0	0
Urgent money transfers	0	0	0	0	0	2	2
Bank deposits	1	0	0	0	0	0	1
Others	2	6	2	4	5	4	23
Car Loan	0	0	0	0	0	1	1
Mortgage loan	0	0	2	4	3	1	10
Total of month	<u>26</u>	<u>25</u>	<u>25</u>	<u>24</u>	<u>26</u>	<u>29</u>	<u>155</u>



Results

2026							
	January	February	March	April	May	June	Total
Granted	24	24	23	22	22	25	140
Granted (with indemnity)	2	1	2	2	4	4	15
Rejected	0	0	0	0	0	0	0
In progress	0	0	0	0	0	0	<u>0</u>