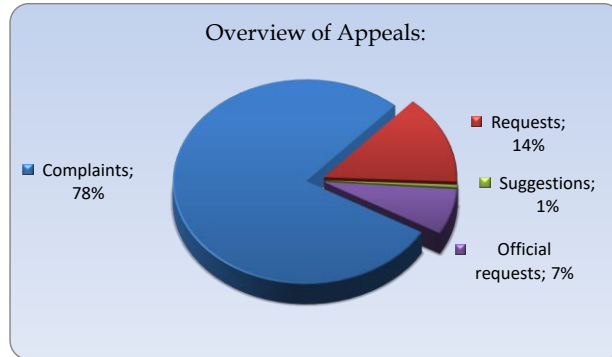


Semi-annual Report on Consumer Appeals

(01.01.2024 -30.06.2024)

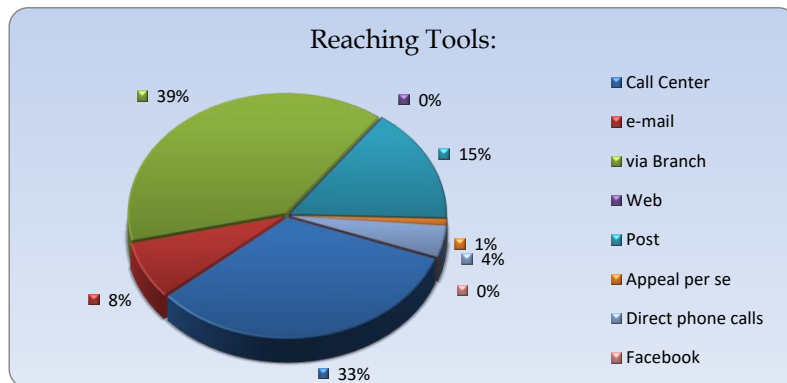
Overview of Appeals

2024							
	January	February	March	April	May	June	Total
Complaints	58	26	18	23	35	24	184
Requests	5	11	4	6	5	2	33
Suggestions	0	0	0	0	0	1	1
Official requests	4	4	2	4	2	1	17
Total of month	<u>67</u>	<u>41</u>	<u>24</u>	<u>33</u>	<u>42</u>	<u>28</u>	<u>235</u>



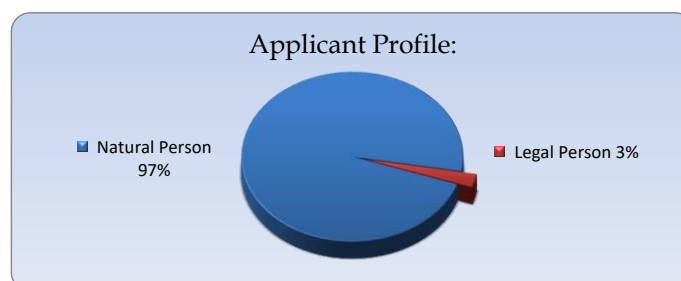
Reaching Tools

2024							
	January	February	March	April	May	June	Total
Call Center	13	10	8	12	19	16	78
e-mail	5	3	2	2	3	3	18
via Branch	40	19	6	9	12	5	91
Web	0	0	0	0	0	0	0
Post	6	8	6	7	5	4	36
Appeal per se	1	0	1	0	0	0	2
Direct phone calls	2	1	1	3	3	0	10
Facebook	0	0	0	0	0	0	0
Total of month	<u>67</u>	<u>41</u>	<u>24</u>	<u>33</u>	<u>42</u>	<u>28</u>	<u>235</u>



Applicant Profile

2024							
	January	February	March	April	May	June	Total
Natural Person	64	40	24	32	42	27	229
Legal Person	3	1	0	1	0	1	6
Total of month	<u>67</u>	<u>41</u>	<u>24</u>	<u>33</u>	<u>42</u>	<u>28</u>	<u>235</u>



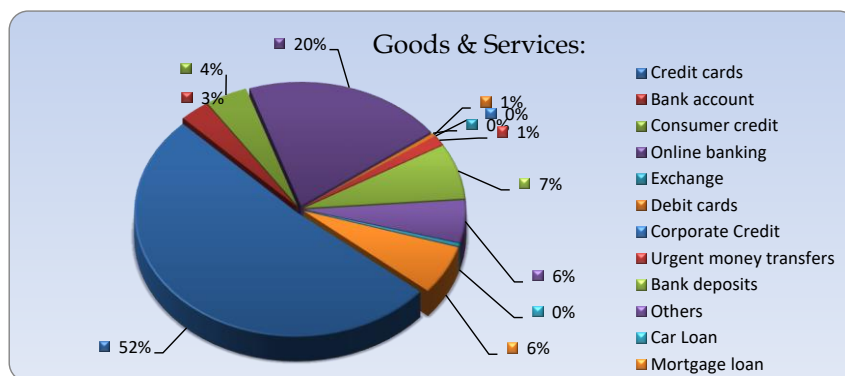
Sex

2024							
	January	February	March	April	May	June	Total
Male	50	30	12	22	32	23	169
Female	17	11	12	11	10	5	66
Total of month	<u>67</u>	<u>41</u>	<u>24</u>	<u>33</u>	<u>42</u>	<u>28</u>	<u>235</u>



Goods & Services

2024							
	January	February	March	April	May	June	Total
Credit cards	14	20	14	21	32	20	121
Bank account	2	2	0	0	2	1	7
Consumer credit	6	4	0	0	0	0	10
Online banking	24	6	5	6	4	2	47
Exchange	0	0	0	0	0	0	0
Debit cards	0	0	0	0	0	1	1
Corporate Credit	0	0	0	0	0	0	0
Urgent money transfers	0	0	1	1	0	1	3
Bank deposits	7	4	4	2	0	0	17
Others	6	1	0	1	3	2	13
Car Loan	0	0	0	1	0	0	1
Mortgage loan	8	4	0	1	1	1	15
Total of month	<u>67</u>	<u>41</u>	<u>24</u>	<u>33</u>	<u>42</u>	<u>28</u>	<u>235</u>



Results

2024							
	January	February	March	April	May	June	Total
Granted	32	39	22	29	32	26	180
Granted (with indemnity)	34	2	2	4	10	2	54
Rejected	0	0	0	0	0	0	0
In progress	1	0	0	0	0	0	<u>1</u>