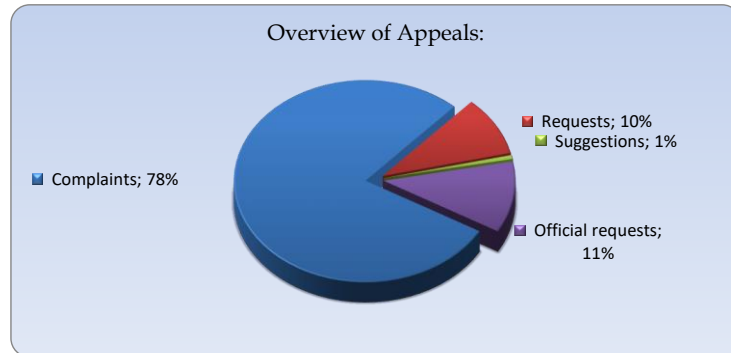


Semi-annual Report on Consumer Appeals

(01.01.2025 -30.06.2025)

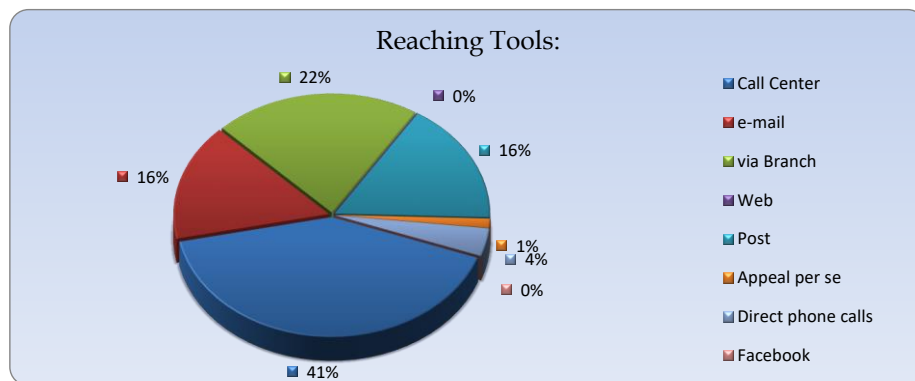
Overview of Appeals

2025							
	January	February	March	April	May	June	Total
Complaints	18	16	23	19	23	25	124
Requests	2	4	1	5	1	2	15
Suggestions	0	0	0	0	1	0	1
Official requests	4	2	2	5	4	1	18
Total of month	<u>24</u>	<u>22</u>	<u>26</u>	<u>29</u>	<u>29</u>	<u>28</u>	<u>158</u>



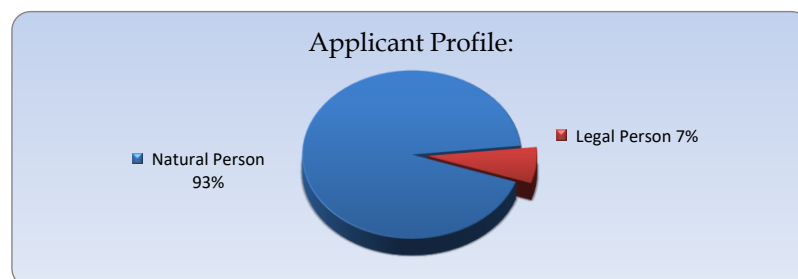
Reaching Tools

2025							
	January	February	March	April	May	June	Total
Call Center	8	7	12	15	9	14	65
e-mail	5	4	3	1	7	5	25
via Branch	3	7	6	6	7	5	34
Web	0	0	0	0	0	0	0
Post	4	3	5	7	5	2	26
Appeal per se	0	0	0	0	1	1	2
Direct phone calls	4	1	0	0	0	1	6
Facebook	0	0	0	0	0	0	0
Total of month	<u>24</u>	<u>22</u>	<u>26</u>	<u>29</u>	<u>29</u>	<u>28</u>	<u>158</u>



Applicant Profile

2025							
	January	February	March	April	May	June	Total
Natural Person	23	20	25	26	27	26	147
Legal Person	1	2	1	3	2	2	11
Total of month	<u>24</u>	<u>22</u>	<u>26</u>	<u>29</u>	<u>29</u>	<u>28</u>	<u>158</u>



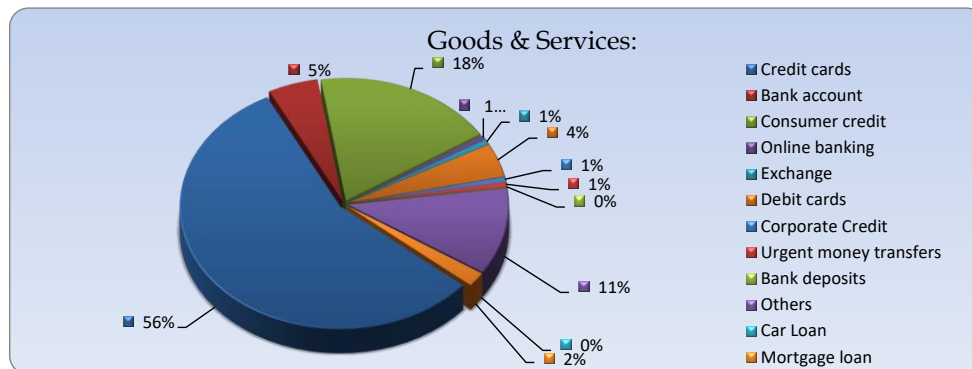
Sex

2025							
	January	February	March	April	May	June	Total
Male	17	15	16	17	18	16	99
Female	7	5	9	11	9	11	52
Total of month	<u>24</u>	<u>20</u>	<u>25</u>	<u>28</u>	<u>27</u>	<u>27</u>	<u>151</u>



Goods & Services

2025							
	January	February	March	April	May	June	Total
Credit cards	12	15	14	17	14	17	89
Bank account	3	1	0	0	0	4	8
Consumer credit	5	4	6	5	3	6	29
Online banking	0	0	0	0	1	0	1
Exchange	1	0	0	0	0	0	1
Debit cards	0	0	1	3	3	0	7
Corporate Credit	0	0	0	1	0	0	1
Urgent money transfers	1	0	0	0	0	0	1
Bank deposits	0	0	0	0	0	0	0
Others	2	1	4	3	7	1	18
Car Loan	0	0	0	0	0	0	0
Mortgage loan	0	1	1	0	1	0	3
Total of month	<u>24</u>	<u>22</u>	<u>26</u>	<u>29</u>	<u>29</u>	<u>28</u>	<u>158</u>



Results

2025							
	January	February	March	April	May	June	Total
Granted	24	21	24	23	23	21	136
Granted (with indemnity)	0	1	2	6	5	6	20
Rejected	0	0	0	0	0	0	0
In progress	0	0	0	0	1	1	<u>2</u>