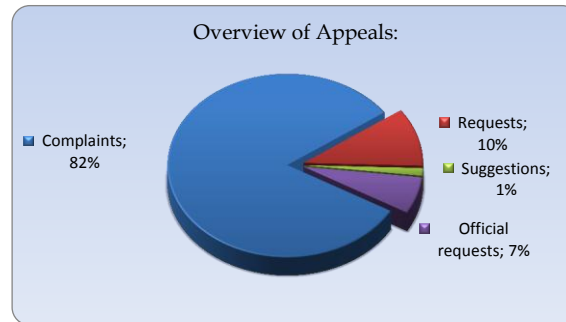


## Semi-annual Report on Consumer Appeals

(01.01.2020 -30.06.2020)

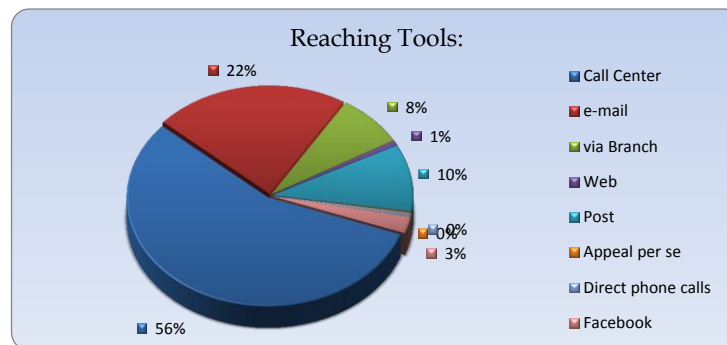
### Overview of Appeals

2020							
	January	February	March	April	May	June	Total
Complaints	70	62	77	57	52	48	366
Requests	7	6	12	6	8	7	46
Suggestions	1	2	3	0	0	0	6
Official requests	1	8	11	4	2	3	29
<b>Total of month</b>	<b>79</b>	<b>78</b>	<b>103</b>	<b>67</b>	<b>62</b>	<b>58</b>	<b>447</b>



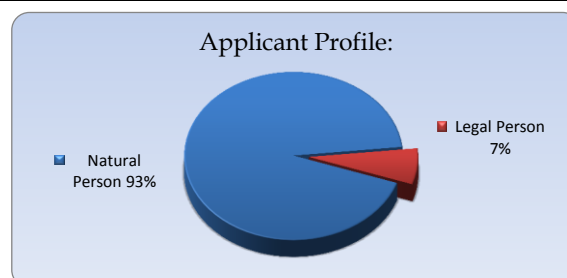
### Reaching Tools

2020							
	January	February	March	April	May	June	Total
Call Center	54	45	36	39	43	33	250
e-mail	12	12	36	17	12	11	100
via Branch	8	8	11	2	1	5	35
Web	1	0	1	1	0	0	3
Post	2	11	15	7	6	4	45
Appeal per se	0	1	0	0	0	0	1
Direct phone calls	1	1	0	0	0	0	2
Facebook	1	0	4	1	0	5	11
<b>Total of month</b>	<b>79</b>	<b>78</b>	<b>103</b>	<b>67</b>	<b>62</b>	<b>58</b>	<b>447</b>



### Applicant Profile

2020							
	January	February	March	April	May	June	Total
Natural Person	75	73	97	61	55	55	416
Legal Person	4	5	6	6	7	3	31
<b>Total of month</b>	<b>79</b>	<b>78</b>	<b>103</b>	<b>67</b>	<b>62</b>	<b>58</b>	<b>447</b>



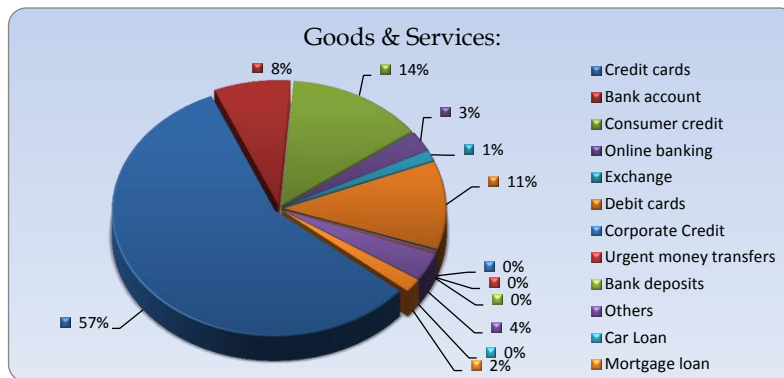
Sex

2020							
	January	February	March	April	May	June	Total
Male	57	56	74	47	48	39	321
Female	22	22	29	20	14	19	126
Total of month	<u>79</u>	<u>78</u>	<u>103</u>	<u>67</u>	<u>62</u>	<u>58</u>	<u>447</u>



Goods & Services

2020							
	January	February	March	April	May	June	Total
Credit cards	47	54	48	34	33	41	257
Bank account	3	2	8	5	10	6	34
Consumer credit	8	10	18	16	7	2	61
Online banking	2	3	2	3	0	2	12
Exchange	0	0	6	0	0	0	6
Debit cards	18	3	9	5	10	6	51
Corporate Credit	0	0	1	0	0	0	1
Urgent money transfers	0	1	0	0	0	0	1
Bank deposits	0	0	0	0	0	0	0
Others	1	2	10	2	1	0	16
Car Loan	0	0	0	0	0	0	0
Mortgage loan	0	3	1	2	1	1	8
Total of month	<u>79</u>	<u>78</u>	<u>103</u>	<u>67</u>	<u>62</u>	<u>58</u>	<u>447</u>



Results

2020							
	January	February	March	April	May	June	Total
Informing	51	52	72	50	40	45	310
Granted (with indemnity)	8	8	7	3	5	5	36
Granted (without indemnity)	9	9	13	5	13	3	52
Total of month	<u>68</u>	<u>69</u>	<u>92</u>	<u>58</u>	<u>58</u>	<u>53</u>	<u>398</u>

