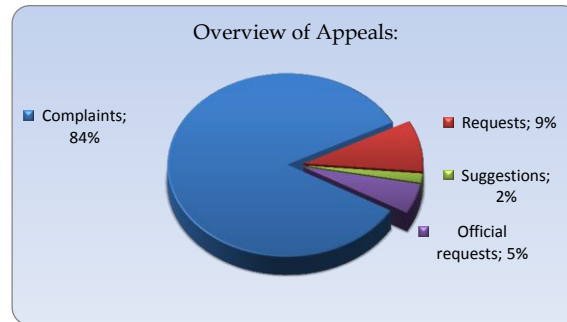


## Semi-annual Report on Consumer Appeals

(01.07.2020 -31.12.2020)

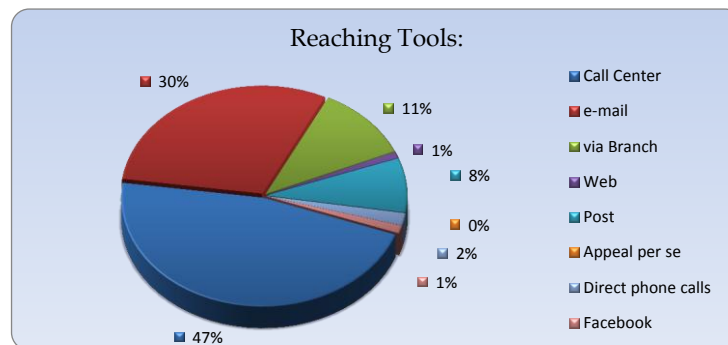
### Overview of Appeals

2020							
	July	August	September	October	November	December	Total
Complaints	67	52	53	41	42	107	362
Requests	7	8	7	4	7	6	39
Suggestions	2	1	0	2	1	1	7
Official requests	5	4	6	1	2	5	23
<b>Total of month</b>	<b>81</b>	<b>65</b>	<b>66</b>	<b>48</b>	<b>52</b>	<b>119</b>	<b>431</b>



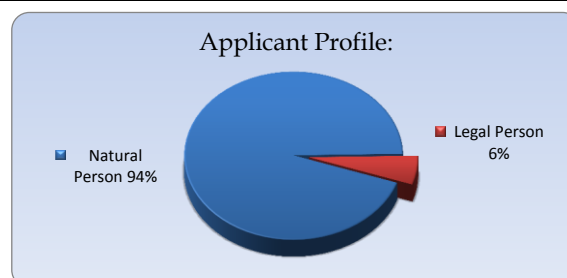
### Reaching Tools

2020							
	July	August	September	October	November	December	Total
Call Center	29	34	33	25	20	60	201
e-mail	37	15	10	15	20	33	130
via Branch	5	7	11	7	6	12	48
Web	0	0	0	0	0	4	4
Post	5	7	10	1	4	8	35
Appeal per se	0	0	0	0	0	0	0
Direct phone calls	4	1	0	0	2	1	8
Facebook	1	1	2	0	0	1	5
<b>Total of month</b>	<b>81</b>	<b>65</b>	<b>66</b>	<b>48</b>	<b>52</b>	<b>119</b>	<b>431</b>



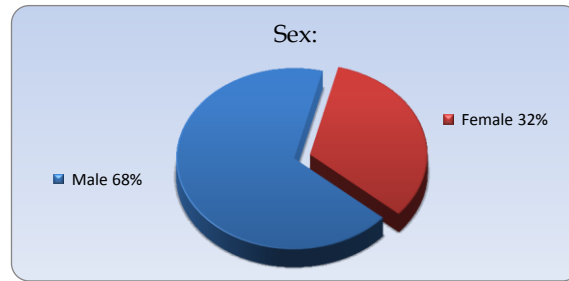
### Applicant Profile

2020							
	July	August	September	October	November	December	Total
Natural Person	76	60	61	47	50	113	407
Legal Person	5	5	5	1	2	6	24
<b>Total of month</b>	<b>81</b>	<b>65</b>	<b>66</b>	<b>48</b>	<b>52</b>	<b>119</b>	<b>431</b>



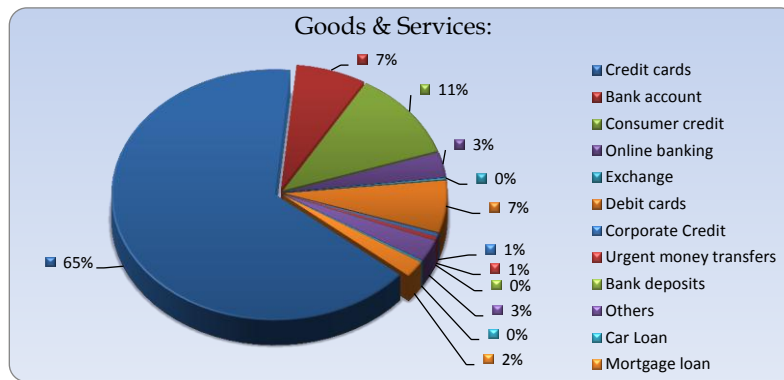
Sex

2020							
	July	August	September	October	November	December	Total
Male	59	45	42	33	34	78	291
Female	22	20	24	15	18	41	140
Total of month	<u>81</u>	<u>65</u>	<u>66</u>	<u>48</u>	<u>52</u>	<u>119</u>	<u>431</u>



Goods & Services

2020							
	July	August	September	October	November	December	Total
Credit cards	45	37	44	39	28	89	282
Bank account	6	7	4	4	4	5	30
Consumer credit	13	7	9	1	9	10	49
Online banking	6	1	3	0	0	4	14
Exchange	0	1	0	0	0	0	1
Debit cards	5	6	1	3	5	9	29
Corporate Credit	0	1	1	0	0	0	2
Urgent money transfers	0	1	0	0	1	0	2
Bank deposits	0	0	0	0	0	0	0
Others	3	2	1	0	4	2	12
Car Loan	0	0	0	0	1	0	1
Mortgage loan	3	2	3	1	0	0	9
Total of month	<u>81</u>	<u>65</u>	<u>66</u>	<u>48</u>	<u>52</u>	<u>119</u>	<u>431</u>



Results

2020							
	July	August	September	October	November	December	Total
Informing	54	26	44	28	39	78	269
Granted (with indemnity)	5	2	9	8	3	8	35
Granted (without indemnity)	7	8	11	12	5	9	52
Total of month	<u>66</u>	<u>36</u>	<u>64</u>	<u>48</u>	<u>47</u>	<u>95</u>	<u>356</u>

