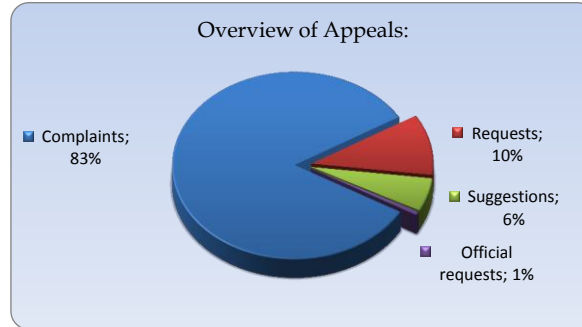


Semi-annual Report on Consumer Appeals

(01.01.2022 -30.06.2022)

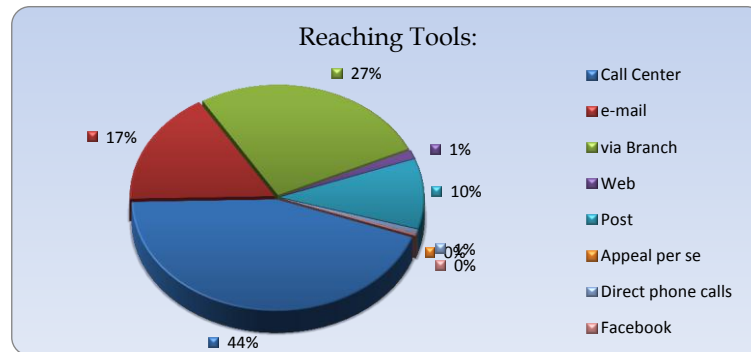
Overview of Appeals

2022							
	January	February	March	April	May	June	Total
Complaints	50	33	37	47	45	48	260
Requests	6	4	6	5	5	7	33
Suggestions	6	3	3	5	0	1	18
Official requests	1	0	1	0	0	0	2
Total of month	<u>63</u>	<u>40</u>	<u>47</u>	<u>57</u>	<u>50</u>	<u>56</u>	<u>313</u>



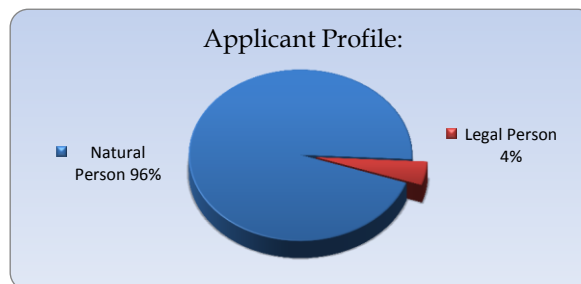
Reaching Tools

2022							
	January	February	March	April	May	June	Total
Call Center	34	13	21	27	20	23	138
e-mail	9	10	6	5	11	11	52
via Branch	7	12	13	20	15	17	84
Web	0	0	0	3	0	1	4
Post	12	5	6	2	4	3	32
Appeal per se	0	0	0	0	0	0	0
Direct phone calls	0	0	1	0	0	1	2
Facebook	1	0	0	0	0	0	1
Total of month	<u>63</u>	<u>40</u>	<u>47</u>	<u>57</u>	<u>50</u>	<u>56</u>	<u>313</u>



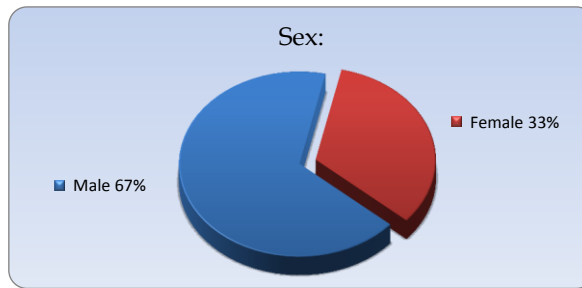
Applicant Profile

2022							
	January	February	March	April	May	June	Total
Natural Person	59	38	43	54	50	55	299
Legal Person	4	2	4	3	0	1	14
Total of month	<u>63</u>	<u>40</u>	<u>47</u>	<u>57</u>	<u>50</u>	<u>56</u>	<u>313</u>



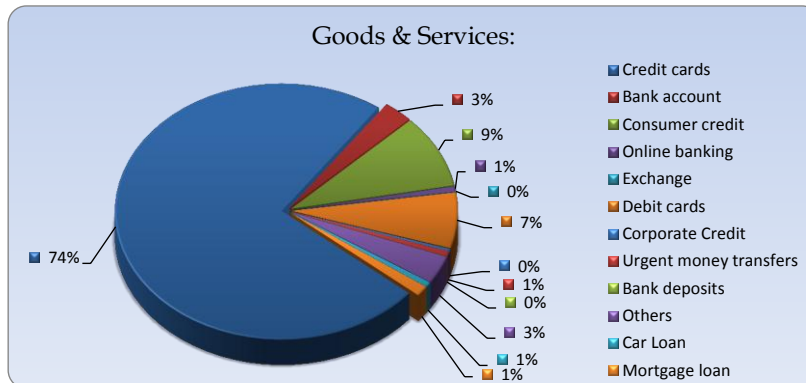
Sex

2022							
	January	February	March	April	May	June	Total
Male	41	28	31	36	34	40	210
Female	22	12	16	21	16	16	103
Total of month	<u>63</u>	<u>40</u>	<u>47</u>	<u>57</u>	<u>50</u>	<u>56</u>	<u>313</u>



Goods & Services

2022							
	January	February	March	April	May	June	Total
Credit cards	45	27	34	48	37	40	231
Bank account	4	1	2	0	0	2	9
Consumer credit	6	6	2	3	7	5	29
Online banking	0	1	1	0	0	0	2
Exchange	0	0	0	0	0	0	0
Debit cards	4	3	3	4	3	5	22
Corporate Credit	1	0	0	0	0	0	1
Urgent money transfers	1	0	0	0	0	1	2
Bank deposits	0	0	0	0	0	0	0
Others	0	2	4	2	2	1	11
Car Loan	1	0	1	0	0	0	2
Mortgage loan	1	0	0	0	1	2	4
Total of month	<u>63</u>	<u>40</u>	<u>47</u>	<u>57</u>	<u>50</u>	<u>56</u>	<u>313</u>



Results

2022							
	January	February	March	April	May	June	Total
Informing	37	17	7	12	10	8	91
Granted (with indemnity)	5	5	10	10	7	11	48
Granted (without indemnity)	7	16	27	28	27	29	134
Total of month	<u>49</u>	<u>38</u>	<u>44</u>	<u>50</u>	<u>44</u>	<u>48</u>	<u>273</u>

