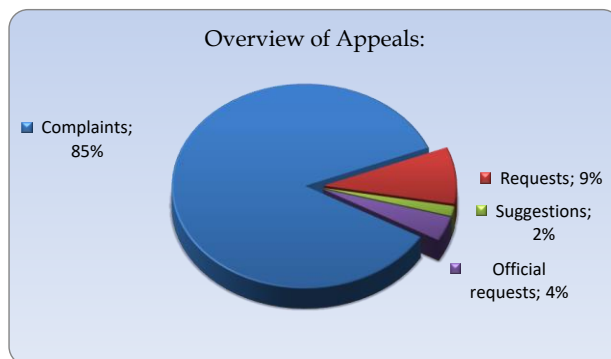


Semi-annual Report on Consumer Appeals

(01.01.2023 -30.06.2023)

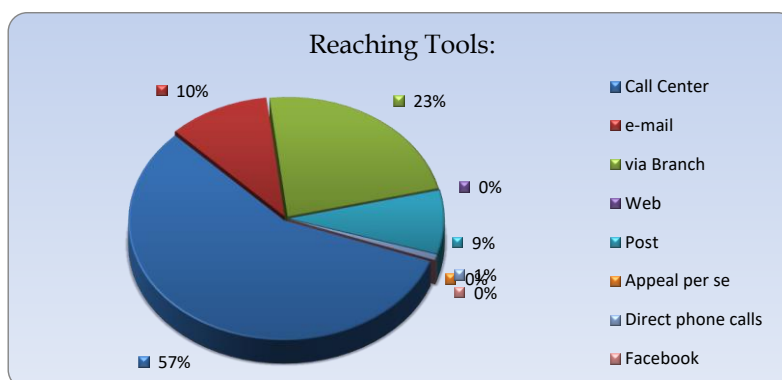
Overview of Appeals

2023							
	January	February	March	April	May	June	Total
Complaints	47	38	29	41	26	38	219
Requests	3	5	4	5	2	4	23
Suggestions	1	2	1	0	0	0	4
Official requests	1	2	1	1	4	1	10
Total of month	<u>52</u>	<u>47</u>	<u>35</u>	<u>47</u>	<u>32</u>	<u>43</u>	<u>256</u>



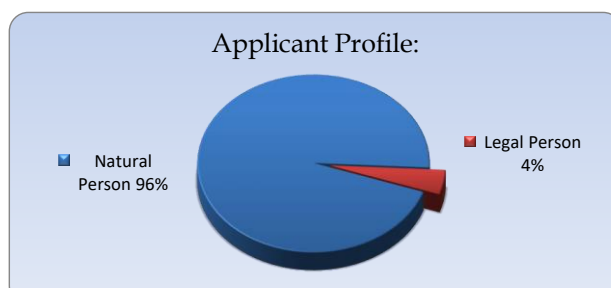
Reaching Tools

2023							
	January	February	March	April	May	June	Total
Call Center	38	26	19	19	17	27	146
e-mail	3	2	4	10	3	5	27
via Branch	9	14	8	12	6	10	59
Web	0	0	0	0	0	0	0
Post	2	5	4	4	6	1	22
Appeal per se	0	0	0	0	0	0	0
Direct phone calls	0	0	0	2	0	0	2
Facebook	0	0	0	0	0	0	0
Total of month	<u>52</u>	<u>47</u>	<u>35</u>	<u>47</u>	<u>32</u>	<u>43</u>	<u>256</u>



Applicant Profile

2023							
	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>



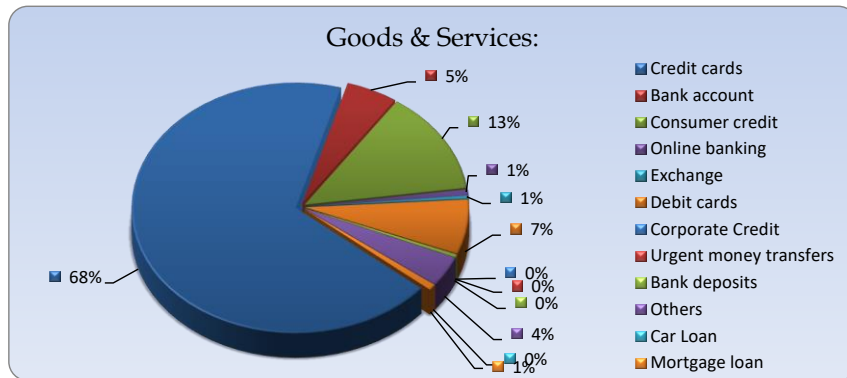
Sex

2023							
	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

2023							
	January	February	March	April	May	June	Total
Credit cards	36	29	25	31	20	34	175
Bank account	1	0	1	4	4	3	13
Consumer credit	4	9	6	6	6	3	34
Online banking	1	0	1	0	0	0	2
Exchange	0	0	0	0	0	1	1
Debit cards	8	5	0	2	2	1	18
Corporate Credit	0	0	0	0	0	0	0
Urgent money transfers	0	0	0	0	0	0	0
Bank deposits	0	0	0	1	0	0	1
Others	2	4	2	2	0	0	10
Car Loan	0	0	0	0	0	0	0
Mortgage loan	0	0	0	1	0	1	2
Total of month	<u>52</u>	<u>47</u>	<u>35</u>	<u>47</u>	<u>32</u>	<u>43</u>	<u>256</u>



Results

2023							
	January	February	March	April	May	June	Total
Informing	25	30	18	20	23	23	139
Granted (with indemnity)	8	5	6	4	2	3	28
Granted (without indemnity)	9	5	6	7	6	2	35
Total of month	<u>42</u>	<u>40</u>	<u>30</u>	<u>31</u>	<u>31</u>	<u>28</u>	<u>202</u>

