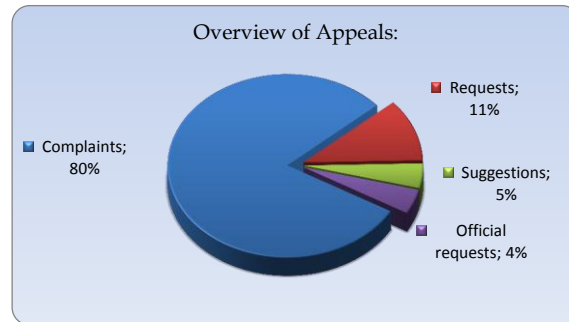


Semi-annual Report on Consumer Appeals

(01.01.2017 -30.06.2017)

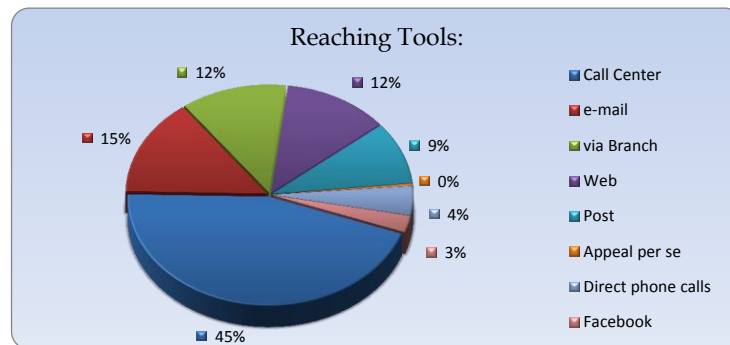
Overview of Appeals

2017							
	January	February	March	April	May	June	Total
Complaints	85	67	81	70	96	117	516
Requests	17	16	9	12	7	10	71
Suggestions	5	8	7	1	3	4	28
Official requests	5	7	5	7	4	0	28
Total of month	<u>112</u>	<u>98</u>	<u>102</u>	<u>90</u>	<u>110</u>	<u>131</u>	<u>643</u>



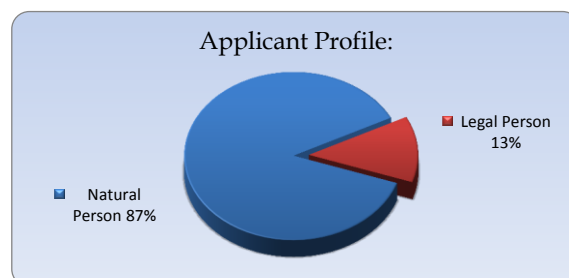
Reaching Tools

2017							
	January	February	March	April	May	June	Total
Call Center	59	34	38	38	50	69	288
e-mail	17	18	14	9	16	19	93
via Branch	3	9	19	18	16	13	78
Web	30	22	7	4	6	9	78
Post	2	13	11	14	10	10	60
Appeal per se	0	0	0	1	1	0	2
Direct phone calls	0	0	11	4	6	7	28
Facebook	1	2	2	2	5	4	16
Total of month	<u>112</u>	<u>98</u>	<u>102</u>	<u>90</u>	<u>110</u>	<u>131</u>	<u>643</u>



Applicant Profile

2017							
	January	February	March	April	May	June	Total
Natural Person	111	98	93	69	85	105	561
Legal Person	1	0	9	21	25	26	82
Total of month	<u>112</u>	<u>98</u>	<u>102</u>	<u>90</u>	<u>110</u>	<u>131</u>	<u>643</u>



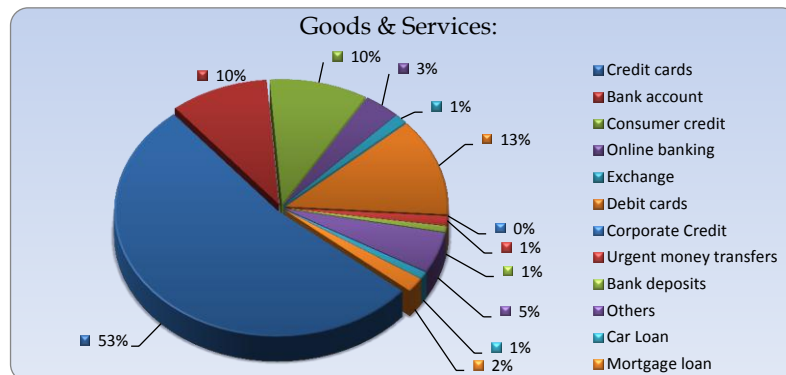
Sex

2017							
	January	February	March	April	May	June	Total
Male	92	83	70	55	71	90	461
Female	19	15	23	27	24	36	144
Total of month	<u>111</u>	<u>98</u>	<u>93</u>	<u>82</u>	<u>95</u>	<u>126</u>	<u>605</u>



Goods & Services

2017							
	January	February	March	April	May	June	Total
Credit cards	63	60	52	45	58	62	340
Bank account	1	3	12	16	19	12	63
Consumer credit	18	5	16	9	9	6	63
Online banking	5	9	2	3	2	2	23
Exchange	3	2	0	0	1	2	8
Debit cards	1	12	15	9	9	35	81
Corporate Credit	0	0	0	0	0	0	0
Urgent money transfers	3	0	1	0	2	2	8
Bank deposits	2	1	0	1	1	0	5
Others	11	3	4	6	6	4	34
Car Loan	1	0	0	1	2	2	6
Mortgage loan	4	3	0	0	1	4	12
Total of month	<u>112</u>	<u>98</u>	<u>102</u>	<u>90</u>	<u>110</u>	<u>131</u>	<u>643</u>



Results

2017							
	January	February	March	April	May	June	Total
Informing	83	77	69	69	64	65	427
Granted (with indemnity)	9	5	8	4	22	9	57
Granted (without indemnity)	3	3	24	12	15	17	74
Total of month	<u>95</u>	<u>85</u>	<u>101</u>	<u>85</u>	<u>101</u>	<u>91</u>	<u>558</u>

