

FO-0350-0004-04-01

PROCEDURE ON EXAMINATION OF COMPLAINTS AND CLAIMS SUBMITTED BY CLIENTS Appendix 1

Application date 18.02.2025

Edition 4 Pg. 1/1 **PUBLIC**

| Full name | |
|--|---|
| Notification address | · |
| E-mail | |
| Phone number | |
| | (passport copy is attached) |
| | City |
| | , |
| | « » 20 |
| Complaint-claim | |
| I declare that there is no court or arbitral tribunal decision on the subje | ect matter of this claim between me and |
| the Bank. | |
| Hereby I inform that | |
| (the content of the complaint-claim, the circumstances on which the claim is | is based, as well as the amount of the |
| property claim indicated in numbers and in letters) | |
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| | |
| | |
| Preferred way of receiving the response | ervice in person |
| Applicant's signature | |
| | « »20 |
| | |

In case of any documents submitted as attachments to the application it is necessary to mention about the number

of the pages of the attached documents in the "Content" section of the complaint-claim.

