

1. Customers Complaints Reports for the reporting period: 01.01.18 - 31.12.18

Number of complaints received/handled during the reporting period

	<u>Received</u>	<u>Handled</u>
Customer's Complaint no.	16	16
Queries for receiving information	-	-

Customer's Complaints segmentation by timeframe for final answer

	1-15	16-30	31-45	46 and more
Customer's Complaints no.	14	2		
%	88%	12%		

Customer's complaints Segmentation by themes

Theme	Customers complaints no.	%
Service	2	12.5%
Pledge	1	6.25%
Tax issues	3	18.75%
AML	1	6.25%
Methods of payment	6	37.5%
Forex	3	18.75%

Customer's Complaints Segmentation by resolution

	Justified Complaints	Unjustified Complaints	Resolution without setting position	Customer's complaints which are not authorized to be handled by the Ombudsman
Customer's Complaints no.	10	6	-	-
%	62.5%	37.5%	-	-

