

**1. Customers Complaints Reports for the reporting period: 01.01.19 - 31.12.19**

Number of complaints received/handled during the reporting period

	<u>Received</u>	<u>Handled</u>
Customer's Complaint no.	23	23
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.	18	5	0	
%	78%	22%		

Customer's complaints Segmentation by themes

Theme	Customers complaints no.	%
Service	13	57%
Pledge	0	0%
Tax issues	1	4%
AML/FCC	2	9%
Methods of payment	6	26%
Forex	0	0%
Charges	1	4%

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.	14	9	-	-
%	61%	39%	-	-

