

ARMECONOMBANK OJSC

Process of reviewing complaint-claims submitted by customers against the Bank



- *This process refers to complaint-claims submitted by customers in relation to the services offered by the bank and contains property claim.*
- *The process of reviewing complaint-claims of customers includes information provided to customers referring to their complaint-claims and receiving, reviewing and decision making on complaint-claims submitted by the customer.*

STEP 1. KNOW YOUR RIGHTS AND COMPLAINT-CLAIMS REVIEWING PROCESS

- Any employee of the Bank must lead you to the **responsible person** in the Head Office or branches for receiving complaint-claims and all necessary information as well as provide you with all necessary telecommunication means (telephone, e-mail, etc.).
- The Bank's responsible employee shall:
 - inform you about your rights and complaint-claims reviewing process (submitting a complaint-claim, reviewing and decision making),
 - give an **explanatory bulletin on dispute solution**, the booklets provided by the Financial Sector Mediator (if available), the bank's internal legal acts on reviewing the complaint-claims should you wish and **an APPLICATION FORM on submitting a complaint-claim by customers**.
 - Help you to fill in the APPLICATION of the complaint-claim if you wish.

STEP 2. FILL IN THE COMPLAINT-CLAIM AND KEEP THE RECEIPT



Complaint-claims Filling-in and Submitting Process:

Fill in the application of the complaint-claim and submit it to the responsible employee or send it to the following address (23/1 Amiryan str., 0002 Yerevan, Armenia). After submitting the application, keep the receipt.



Process of Reviewing and Decision Making on Complaint-claims.

The Bank shall review the complaint-claim and make a decision (satisfy, partially satisfy, refuse) within 10 working days.



On Replying to the Complaint-claim

In any case, the Bank shall give you a written reply on the complaint-claim within 10 working days.

The written reply shall reflect the following: substantiating facts of the Bank's comprehensible resolution (satisfy, partially satisfy, refuse) on the complaint-claim, contact details of the responsible subdivision and/or the person (name of the subdivision or full name and position of the person), telecommunication means (telephone, e-mail, etc), the name of the person whom you may apply in case of having additional questions regarding

the results of the review, as well as about the further steps the you may take for protecting your rights in case of being unsatisfied with the reply, that is; to apply to the court, Financial Sector Mediator or the Central Bank of Armenia.

You will receive the written reply in the address or by telecommunication means mentioned by you.

STEP 3. READING THE REPLY

Read the written reply submitted by the Bank. Become sure that it includes all necessary information.

Should you have questions, please, contact the person indicated in the reply.

STEP 4. IF YOU ARE NOT PLEASED WITH THE FINAL REPLY OF THE COMPLAINT-CLAIM

If you don not receive a written reply from the bank within 10 working days or be dissatisfied with the final reply, you will have the right to submit it to the Financial Sector Mediator.



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