

1. Customers Complaints Reports for the reporting period: 01.01.17 - 31.12.17

Number of complaints received/handled during the reporting period

	<u>Received</u>	<u>Handled</u>
Customer's Complaint no.	15	15
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.	8	6	1	
%	53.3%	40%	6.7%	

Customer's complaints Segmentation by themes

Theme	Customers complaints no.	%
Securities	2	13.33%
Pledge	1	6.66%
Tax issues	2	13.33%
Information	3	20%
Methods of payment	7	46.66%

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.	6	9	-	-
%	40%	60%	-	-