

## 1. INTRODUCTION

We, at Ancoria Bank, are committed to communicating openly and honestly with our customers. We encourage you to let us know, as soon as possible, whenever our products or services do not meet your expectation as we aim to achieve high standards in the service we provide and we want you to be completely satisfied with your relationship with us.

In the following sections you can find further information for the Suggestions/Complaints Procedure in Ancoria Bank and the Alternative Dispute Resolutions Mechanisms.

## 2. SUGGESTIONS/COMPLAINTS PROCEDURE

Ancoria Bank places great importance in meeting customer expectations with integrity and high-quality service levels. Customers' suggestions/complaints are important to us because they help us improve the quality of our service.

Before submitting a suggestion/complaint we recommend that you contact your personal Relationship Officer. All matters will be investigated and, where required, we will try to find satisfying solutions as soon as possible.

Ancoria Bank will respond to any suggestion/complaint received within 15 days. If more time is required for investigation, we will keep you updated on the actions we are taking. Our aim is to reply the soonest possible, not later than three (3) months from the date of receiving your suggestion/complaint.

### 2.1 How you can submit a suggestion/complaint

You may submit your suggestion/complaint through one of the following channels of communication described below:

Channel of communication	Method of Suggestion/Complaint Submission			
	Written / Fax	By phone	Personally	Electronically
Banking Centres	✓	✓*	✓	✓ **
Call Centre	✓	✓*	✓	✓ **
Head Office	✓	✓*	✓	✓ **
Bank's website	--	--	--	✓ ***

\* Through the Customer Service Line at 8000 0050 or +357 22849000 if you are calling from outside of

Cyprus or at the direct line of your personal Relationship Officer.

\*\* To the email [complaints@ancoriabank.com](mailto:complaints@ancoriabank.com) or to the email of your personal Relationship Officer.

\*\*\* Through the Bank's website [www.ancoriabank.com](http://www.ancoriabank.com) > Contact > Make a Complaint

Written communication may be addressed to the Bank's Head Office address: 12 Demostheni Severi Avenue, 1st Floor, 1080 Nicosia, Cyprus or at the address of any of the Banking Centres. Location and contact details of the Bank's Banking Centres can be found on the Website.

## 2.2 Information to be submitted to the Bank

When a suggestion/complaint is submitted, it is essential that you include the following information:

1. Full name and postal address
2. Account number
3. Identity Card Number / Passport Number
4. Telephone number
5. A detailed description of your suggestion/complaint

## 2.3 If you are not satisfied with our response to your complaint

If you are not satisfied with our response or the way we dealt with your complaint you may submit your complaint to the Financial Ombudsman within the space of twelve (12) months since you have received our response. Contact details: 15 Kypranoros Street, 1061 Nicosia, Cyprus. T: +357 22848900 / F: +357 22660584. / Complaint Form can be found on the website of the Financial Ombudsman of the Republic of Cyprus:  
[http://www.financialombudsman.gov.cy/forc/forc.nsf/page15\\_gr/page15\\_gr?OpenDocument](http://www.financialombudsman.gov.cy/forc/forc.nsf/page15_gr/page15_gr?OpenDocument)

## 3. ALTERNATIVE DISPUTE RESOLUTION MECHANISMS

Customers who are natural persons and consumers have also the right to refer to an alternative dispute resolution entity recognised by an EEA financial regulator. Disputes between consumers and traders may be settled by the Alternative Dispute Resolution (ADR) mechanisms.

More information may be found in the following links of the Consumer Protection Service, Ministry of Energy, Commerce and Industry:

<http://www.consumer.gov.cy/mcit/cyco/cyconsumer.nsf/All/9170A72518DD3C20C22582D5002DFCF3>

<http://www.consumer.gov.cy/mcit/cyco/cyconsumer.nsf/All/8CD956F7F0890DE0C2257E84002BC573?OpenDocument>

Disputes related to financial services, including disputes relating to the mediation for the restructuring of credit facilities, are handled by the following ADR entities, by which Ancoria Bank is covered:

- Financial Ombudsman

[http://www.financialombudsman.gov.cy/forc/forc.nsf/index\\_gr/index\\_gr?opendocument](http://www.financialombudsman.gov.cy/forc/forc.nsf/index_gr/index_gr?opendocument)

- Cyprus Consumer Centre For Alternative Dispute Resolution

<https://adrcyprus.com/en/>

Please note that certain legal persons who are customers, may also refer to the Financial Ombudsman regarding disputes relating to the mediation for the restructuring of credit facilities, in cases where the Law Relating to the Establishment and Operation of a Single Agency for the out of Court Settlement of Disputes of Financial Nature of 2010 (the “Financial Ombudsman Law”) applies to them.