

Approved by  
ARMECONOMBANK OJSC Board's Resolution

Dated “ \_\_\_ ” “ \_\_\_\_\_ ” 2016

Minutes N

Chairman of the Board

----- S. Sukiasyan

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**PROCEDURE  
OF ARMECONOMBANK OJSC ON ACCEPTING APPLICATIONS-COMPLAINTS,  
DISCUSSING AND MAKING DECISIONS ON THEM**

**YEREVAN 2016**

<b>HISTORY ON DOCUMENT AMENDMENTS</b>			
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<u>3</u>	<u>25.02.2016</u>	<u>16/08-25.02.2016</u>	<u>R/K/0/050/25.02.2016/3</u>

## **1. GENERAL PROVISIONS**

- 1.1 This document sets forth the Procedure of receiving and discussion of application-complaints and/or claims of the Bank's customers, as well as resolutions made on them.
- 1.2 This Procedure has been developed in compliance with the requirements of Armenian legislation and the Bank's internal legal acts.
- 1.3 By this Procedure:
  - 1.3.1 Customer /Applicant/ - Persons using the Bank's services or persons who want to make use.
  - 1.3.2 Application-complaint and/or claim – Nominal complaint, proposal submitted to the Bank in compliance with this Procedure which is not subject to be examined by the conciliator of the financial system in compliance with points 5.2-5.8 of this Procedure.
  - 1.3.3 Complaint-claim – nominal complaint, proposal submitted to the Bank by customer in compliance with this Procedure who is related to the Bank's, to the violations provided by him as well as contains property requirement. .
  - 1.3.4 Application – Application-complaint, or complaint-claim submitted to the Bank by customers in compliance with this Procedure
  - 1.3.5 Responsible employee – branch employee or employee in Head office nominated by CEO is responsible for receiving applications and providing necessary information to the customer.
  - 1.3.6 Ombudsman – Responsible person for protecting rights of customers, as well as for relations with the conciliator of the financial system.
  - 1.3.7 Conciliator of the financial system – Individual who examines the demands presented against the Bank by customers and makes resolutions on them through the realization of authorities assigned by Armenian law on conciliator of the financial system.

## **2. PROCEDURE OF RECEIVING AND DISCUSSION, AS WELL AS DECISIONS TO BE MADE ON THEM**

- 2.1 Applications of customers shall be accepted at the Head-office and branches of the Bank by responsible employees.
- 2.2 Any bank employee receiving customer's application directs the customer to the responsible employee as well as provides means for communicating with the customer (telephone, E-mail etc.).
- 2.3 In branches applications shall be accepted based on their nature:
  - 2.3.1 They shall be discussed and corresponding measures shall be taken on them.
  - 2.3.2 In case of being out of authorities of branches, the scanned versions of the applications through the "WorkFlow" program or within one working day on hand are submitted to the responsible employee of the Head-office.
- 2.4 Accepted application shall be registered in the Bank's secretariat, after which they shall be transferred to the Deputy CEO coordinating the function or to the Head of subdivision by CEO's instruction. Copy of the application shall be provided to the Ombudsman.
- 2.5 The CEO /Head of independent subdivision/, together with Heads of corresponding structural subdivisions of the Bank shall discuss the application and submit the plan of answer on results to the Bank's CEO, in a written form within the established periods.
- 2.6 The CEO /Head of independent subdivision/, with participation of the Ombudsman shall organize a discussion of the answer and shall make a decision on measures to be taken, elimination of underperformances, and calling the guilty persons to responsibility.

- 2.7 Answer of application shall be sent by post or shall be provided to customer. The copy shall be given to the Ombudsman.
- 2.8 During the examination of the applications documents can not be required from the Applicant which:
  - 2.8.1 are not necessary for applications and for grounding their existence or absence as well as for identification the customer or,
  - 2.8.2 are available to the Bank in case of services provided to the Applicant and based on his written approval, the data determined in is not changed.

### **3. PERIODS AND PROCEDURE FOR DISCUSSING THE APPLICATION-COMPLAINTS**

- 3.1 Application-complaints are discussed in compliance with Paragraphs 2 of this Procedure and answers shall be sent to customers within 15 days from the date application-complaints are submitted to the Bank. Applications requiring additional examination shall be discussed and sent to customers within one month.
  - 3.1.1 In case it is need to check the application-complaint, carrying out additional analyses or demand additional materials as well as take other measures (inquiring, receiving explanations, interpretations, etc. ), the Bank's CEO /Deputy CEO if he/she is absent/, branch manager may prolong the periods for discussing the application-complaint until receiving required additional materials or the end of term taking other measures not later than for 15 days, informing the Applicant about the prolongation.
- 3.2 If the inquiries mentioned in application-complaint are out of the Bank's authorization, the Applicant shall be informed about it not later than within 5 days.
- 3.3 If Applicant doesn't agree with resolution made on his/her application, the Applicant has right to file an appeal against the decision to the Board /which shall be discussed within 30 days/.

### **4. THE MINIMAL CONDITIONS OF RECEIVING APPLICATION-COMPLAINTS**

- 4.1 Customer wishing to submit application-complaints the responsible employee assures:
  - 4.1.1 In case of submitting the application-complaints by customer in written (in hand or by E-mail).
  - 4.1.2 The customer can receive the examination Bank's internal rules of application-complaints.
- 4.2 Customer wishing to submit application-complaints the responsible employee provides
  - 4.2.1 The summary of describing the operation of application-complaints: (Appendix 1) where the application-complaints to the Bank by customer is submitted, the procedure, terms and the form how to be informed about the internal rules of the application-complaints.
  - 4.2.2 Explanatory summary of argument solution. (Appendix 2).
  - 4.2.3 The form of application-complaints by customer. (Appendix 3).

### **5. PROCEDURE OF THE DISCUSSION OF APPLICATIONS**

- 5.1 Responsible person for relations with the financial system mediator is the ~~Ombudsman~~[Head of Law Department](#).
- 5.2 Conciliator of the financial system has right to examine other applications which are submitted by an individual customer against the Bank, are connected with services offered by the Bank

- and contain a property claim not exceeding AMD ten million or foreign currency equivalent to it.
- 5.3 Customer shall submit applications subject to be examined by the conciliator in compliance with the provisions of this Procedure before submitting them to the discussion of the conciliator of the financial system filling in the form of application-complaints(Appendix 3) and presenting it to the responsible employee.
  - 5.4 In case of receiving the application-complaints the Bank provides the fact proving document receipt (Appendix 4) in which the date, number of application-complaints pointed and the receiver's signature and (or) seal of the Bank.
  - 5.5 In case of receiving the oral complaints in Head Office and in branches or by telephone the Bank submits the information established in compliance with paragraph 4.1 of this Procedure as well as informs how to get the information established in compliance 4.2 paragraph of this procedure. The bank can also provide this information by means of special record.
  - 5.6 Complaint-applications noted in 5.3 point shall be discussed in compliance with point 2 of this Procedure and the replies shall be provided to individual customers within 10 days after the date they are submitted to the Bank including mandatory:
    - 5.6.1 The distinct position: deny, satisfy partly or satisfy completely the application-complaints.
    - 5.6.2 The bank's decision.
    - 5.6.3 For examination of the application-complaints the details of the responsible division or person (division name or person's name, surname, position) and means of communication (telephone, E-mail. etc).
    - 5.6.4 In case of having any question concerning the results of application-complaints examination the customer can apply to the division (person) indicated in the 5.6.3 sub point.
    - 5.6.5 In case of not satisfying from the written answer for defending his rules the customer can apply to the curt or Conciliator of the financial system or Central Bank of RA or arbitral court if there is arbitral agreement.
    - 5.6.6 In case of not being satisfied by the written reply on information the customer has right to apply to conciliator of the financial system within six months after receiving the reply.
  - 5.7 In case of denying or partly satisfying the application-complaints the Bank with the written answer provides explanatory summary concerning customer's argument solution. (Appendix 2)
  - 5.8 In case the customer doesn't receive any answer within the period mentioned in point 5.6 of this Procedure, the customer has right to submit a complaint-demand to the conciliator of the financial system.
  - 5.9 When the Bank have been obliged to comply customer's application-complaints but did not comply it, the customer can submit a claim to the Conciliator of the financial system.
  - 5.10 The Bank is obliged to submit written explanations and/or objections, as well as other documents and information required by the conciliator of the financial system on the complaint-demand, within 14 working days after receiving the copy of the complaint-demand by the Bank.
  - 5.11 The Bank may apply to the conciliator of the financial system for the purpose to extend the period established by point 5.10 of this Procedure for 7 days.
  - 5.12 After receiving the notification on resolution by the conciliator of the financial system, the CEO shall organize a discussion on the resolution with participation of the Deputy CEO and the Ombudsman on disputing the resolution of the conciliator of the financial system in the Court according to the established order.

## **6. OTHER PROVISIONS**

- 6.1 Ombudsman is nominated by the Board.
- 6.2 Ombudsman submits brief information with quarterly comparative analyses to the Board once in a quarter based on the submitted results of the applications monitoring.
- 6.3 Branches once in a quarter till the 10-th day of the next quarter Ombudsman submits information on application-complaints.
- 6.4 The Bank is obliged to discuss customer's complaint-demands if they are submitted within one year from the moment the customer knew or could know about the deviation of his/her right.
- 6.5 It is prohibited to send the applications for discussion to persons whose actions are appealed.
- 6.6 The information concerning communication (telephone number, e-mail and so on) with Ombudsman is placed in the web site of the Bank, posted at Head Office and branches as well as is provided for any person gating information about application-complaints.
- 6.7 Revealing the information established in compliance with this Procedure by the Bank the following principles are kept:
  - 6.7.1 The information is formed simple and clear for the customer, does not contain confused, difficult or words and word combinations.
  - 6.7.2 The information is formed at least in Armenian, with the exception when the other language is selected between the customer and company.
  - 6.7.3 The information is formed with easy reading letters for the customer and in case of posting as a announcement is placed in a visible place.
- 6.8 In the Web site of the Bank and in the Head Office and branches are always visible and posted:
  - 6.8.1 Explanatory summary of argument solution (Appendix 2).
  - 6.8.2 The brief description examination operation of application-complaints.
  - 6.8.3 The form of application-complaints by customer (Appendix 3).
- 6.9 An announcement is posted in the Head Office and in the branches where the customer can get any information about the internal Bank's rules of application – complaints. The Bank provides Bank's internal rules of receiving application – complaints.
- 6.10 Applications shall be submitted by CEO's name /signed/, mentioning the Applicant's data /name of customer, residence address, phone numbers or other means of communication/.
- 6.11 Anonymous applications or those with false data shall be considered as invalid and shall be kept in the Premises Management Department with corresponding signature.
- 6.12 In case of recording the questions concerning application-complaints the responsible employee informs about it before.
- 6.13 Officials breaching the provisions of this Procedure shall bear responsibility in compliance with Armenian legislation and the Bank's internal Procedures.

## 7. APPENDIXES

№	APPENDIXES	IDENTIFIER
1	The examination operation of application-complaint presented against the Bank by customers	R/DZ/0/K050.1/25.02.2016/3
2	Explanatory summary of solving the arguments	R/DZ/0/K050.2/25.02.2016/3
3	Presentation of application-compliant by customer	R/DZ/0/K050.3/25.02.2016/3
4	Receipt Presentation of application-compliant by customer	R/DZ/0/K050.4/25.02.2016/3