

**THE PROCEDURE OF CONSIDERATION AND RECORDING OF APPLICATIONS OF THE CONSUMERS OF FINANCIAL SERVICES OF THE CJSC “FINCA Bank”**

DEAR CUSTOMERS!

If you have any questions, complaints or proposals related to improving the quality of service in the CJSC “FINCA Bank”, you can apply to us:

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| **ORALLY** | **IN THE WRITTEN FORM** | **In electronic format** |
| * To any employee of the bank
* By phone: Call Center - 4400 (free of charge for mobile phones) or (312) 440-440
 | * In the customer feedback book – the book of complaints and suggestions
* By writing an application
* By filling up a form for anonymous reports and putting into the box in the office of the bank
 | * Via the bank’s web-site: http://[www.FINCA.kg](http://www.FINCA.kg)
* By e-mail: finca@finca.org.kg OVK@finca.org.kg
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The Head and other authorized members of the executive body of the bank, as well as arrange personal appointments with the customers in accordance with the approved schedule **on Mondays from** **10:00 A.M. to 11:00 A.M.**

Personal appointments are also carried out by the designated officer of the bank on regular basis.

The timeframe of consideration of clients’ applications is equal to 10 business days after the application is received.

In some individual cases prolongation is possible, but not more than 20 business days.

You can find detailed information about the procedure of consideration of applications of consumers of financial services of the CJSC “FINCA Bank” on the information stands in the offices of the bank.

PLEASE, CHOOSE THE WAY OF APPLYING TO THE CJSC “FINCA BANK” WHICH SUITS YOU BEST.

THE OPINION OF EVERY CLIENT IS VERY IMPORTANT FOR US!