



INSTRUCTIONS TO ELIGIBLE BORROWERS REGARDING THE PROCEDURE OF THE APPEALS PROCESS


In accordance with the Code of Conduct on the handling of Borrowers in financial difficulties as amended from time to time, please note that you have the right to submit an appeal to the Appeals Committee of AstroBank Limited regarding the bank's decision on your restructuring solution .

Your objection to the Appeals Committee of AstroBank Public Limited Company should be submitted in writing using the bank's standardized document 'Appeal Form'. Your appeal should be mailed to:

AstroBank Public Limited
Company
Appeals Committee
P O Box 25700
1393 Nicosia

For any further details and until the Appeals Committee decides on the appeal please contact us at 22575668.

The Appeals Committee should provide you with an official acknowledgement of the appeal within 21 days of receipt of the appeal. The official decision regarding your appeal may not be more than 2 months from date of receipt of the appeal.

 Attachments Appeal Form

ALTERNATIVE METHODS OF CONSUMER DISPUTES RESOLUTION:

In the event you are not satisfied with the Bank's response to your complaint, and provided that you are a consumer (i.e. a natural person who is acting for purposes which are outside his trade, business, craft or profession as regards the subject of the complaint), you may refer for an out-of-court settlement of the dispute, to an approved alternative dispute resolution entity ("ADR Entity"), according to the provisions of the Law on Alternative Consumer Dispute Resolution of 2017 (N85(I)/2017) as amended or replaced from time to time. Any information with regard to the ADR Entities handling financial disputes and of the relevant services offered, are available on the official website of the Consumer Protection Service of the Ministry of Commerce and Industry <http://www.consumer.gov.cy>

For the time being, such entities are the following:

-The Financial Ombudsman of the Republic of Cyprus
Tel: 22848900
Fax: 22660584, 22660118
Website: <http://www.financialombudsman.gov.cy/>
Office address: Lord Byron Avenue 13, 1096, Nicosia, Cyprus
Postal address: PB 25735, 1311 Nicosia, Cyprus

-Cyprus Consumer Centre for Alternative Dispute Resolution
Tel.:357 22 519741
Fax:357 22 318214
Email: secretariat@adrcyprus.com
Address: Kyriakou Matsi 16, Eagle House, 8th Floor, Agioi Omologites 1082, Nicosia, Cyprus

-ICLAIM Centre
Tel.:357 24 694096
Email: info@icclaimcentre.org
Website: <https://www.icclaimcentre.org>
Address: University Ave 12-14, Pyla 7080, Larnaka, Cyprus

Furthermore, in case the Bank considers that the dispute which the complaint concerns cannot be resolved, we will inform you as to whether we have the intention to use any ADR Entity for out-of-court settlement and whether the decision which may be issued with the suggested method, will have a legally binding and final effect.



MEDIATION PROCEDURE VIA THE FINANCIAL OMBUDSMAN

You have the right if you wish to submit a written request to the Commissioner of Financial Disputes Resolution (Commissioner) for the appointment of the Mediator in relation to the restructuring of credit facilities provided that the credit facility is secured by a mortgage or assignment of immovable property which is submitted at the Land Registry and that is used as the main residence of the owner with an initial amount not exceeding three hundred and fifty thousand euro (€ 350.000).

The application for appointment of the Mediator can be submitted by you within 14 working days from the date of submitting to the Bank all the necessary documents, as specified in the CBC Arrears Management Directive in order for the Bank to proceed with restructuring of his credit facilities and in the event where the application is not submitted within the aforementioned time frame, then within 30 days from the submission of the Bank's proposal for the restructuring of your credit facilities.

The duration of the mediation process shall not exceed 1 month, the cost for the use of the Ombudsman's services does not exceed five hundred euro (€500) and is allocated 80% to the ACI and 20% to the borrower.

Additional Information can be found at the Financial Ombudsman's website at www.financialombudsman.gov.cy.