

COMPLAINT PROCEDURE

At AstroBank Public Company Limited («the Bank»), we seek to respond to our clients' demands with integrity and high level of service. You may contact us to submit any complaint/suggestion you may have.

How to submit your complaint:

- Visit your Branch or
- Call the AstroBank Public Company Limited Telephone Customer Service at 80011800 or
- Complete the Complaint and Suggestion Form (PBC1374) and send it to us by email or electronic mail at complaints@astrobank.com or
- Send a letter in which you should include your contact details

How will we help:

The Business Processing Services, in cooperation with the competent Departments of the Bank, will investigate your complaint objectively and respond to you within 10 working days from receiving your complaint. If further time is required to examine your complaint, the above Central Service of the Bank will acknowledge receipt of your complaint within the above deadline and will respond to you regarding the said complaint within 35 working days from the date of receipt of such complaint.

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: <https://www.financialombudsman.org.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@iclaimcentre.org

Website: <https://www.iclaimcentre.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.

What will the Financial Ombudsman do in the event of a complaint:

You have the right to refer a dispute to the Financial Ombudsman, concerning an out-of-court dispute resolution procedure (as an ADR Entity), or a mediation procedure for restructuring of credit facilities, or to submit a complaint, in accordance with the Establishment and Operation of a Single Agency for the Out-of-Court Settlement of Disputes of Financial Nature (Financial Ombudsman) Law of 2010, Law no.84(I)/2010, as amended or replaced from time to time, and provided that the relevant legislative conditions are met, depending on the case.

In the event that the Financial Ombudsman («the Ombudsman») examines your complaint, the Ombudsman will take into account the legal framework within which financial businesses operate, the codes of conduct and the generally accepted business practice followed and will then reach a final decision within ninety (90) calendar days from the date where the ADR entity received the full file of the complaint- **in the event where the consumer is a physical person**. It is understood that in particularly complex disputes, the entity may suspend the aforementioned deadline of 90 calendar days, after informing the parties for each suspension as well as for the time frame which is expected to be required for the resolution of the dispute.

In the event where the complaint is submitted by a consumer **who is a legal entity**, the final written decision of the Ombudsman is notified no later than ninety (90) days from the date where the entity received, at the Ombudsman's discretion, the full file of the complaint.

By exception and in particularly complex cases the Ombudsman may suspend the aforementioned deadline of 90 days, after informing the parties for each suspension as well as the time frame which is expected to be required for the issuance of a decision regarding the complaint. .

If the binding nature of the Ombudsman's decision is accepted by both you and the Bank, then you should both comply with this decision. If not, you may, if you wish, refer to the competent Cypriot Courts for the settlement of your dispute with the Bank.

Court Dispute Resolution:

In the event where the decision of the Ombudsman or the ADR Entity is not binding, you may, if you wish, refer to the competent Cyprus Courts for the resolution of your dispute with the Bank.