

## **COMPLAINT SUBMISSION**

Our main objective at Eurobank Cyprus is to respond to our clients' demands with integrity, offering a high-quality service. Our ultimate objective is to offer services that fully satisfy our clients' needs.

At the same time, we fully acknowledge your right to file complaints and receive a timely and appropriate response to the matters that concern you. You can lodge a complaint in any of the following ways, and the Bank's staff will handle it immediately so that you receive a response within a reasonable timeframe.

To enjoy the best possible service, you may submit your complaint using the following methods:

### **A. Electronically**

- By sending an email to [complaints@eurobank.com.cy](mailto:complaints@eurobank.com.cy).
- By sending a message from your account via e-Banking.

It should be noted that, for verification and data protection purposes, any communication by email must be conducted through the email address that you provided to the Bank, either upon the launch of your cooperation with the Bank, or later in a document in which you provided your original signature (i.e., account opening form).

### **B. Telephone communication**

- By speaking with one of the bank's employees or a Banking Centre Manager.
- By contacting a Bank executive or the manager of your responsible Banking Centre.

### **C. Personal contact**

By visiting the Banking Centre or Bank's Management in person.

Serious complaints in need of immediate attention, such as transaction disputes or fraud claims, must be submitted in writing on the same day.

### **D. In writing**

By sending a letter or by filling in the "**Complaint Submission Form**", which can be found at the [bottom of this document](#).

## **COMPLAINT REVIEW PROCEDURE**

Once a complaint is received, the Responsible Bank Officer notifies the plaintiff within two (2) working days that the complaint has been received and communicates the date by which the complaint is expected to be resolved. This must not exceed fifteen (15) working days, except for cases where further investigation is required; in which case the plaintiff will be notified about the reasons for the delay in resolving the complaint and the timeframe for when the investigation is expected to be completed. At the same time, the plaintiff may be asked for additional clarifications or supporting documents that are deemed necessary in better understanding and investigating the complaint.

The Responsible Bank Officer then undertakes the necessary steps to handle and resolve the complaint, involving other departments if necessary, and then informs the plaintiff on the outcome of the investigation into their complaint.

Communication with the plaintiff is conducted in the same way the complaint was received (i.e. in writing, by telephone, via email), unless the plaintiff indicates otherwise.

## **FINANCIAL OMBUDSMAN & AGENCIES FOR THE ALTERNATIVE RESOLUTION OF DISPUTES**

In the case that you are not satisfied with the response you received from the Bank and you are a natural or legal entity or charity or club or union or trust or provident fund and/or meet the criteria and/or definition of the term "consumer" pursuant to current law, you have the right to apply to:

- The Financial Ombudsman, pursuant to the provisions of 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 (L.84(I)/2010), as in force at that date.
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- Any certified Agency for the Alternative Resolution of Consumer Disputes, pursuant to the Law on the Alternative Resolution of Consumer Disputes of 2017(L.85(I)/2017), as in force at that date.

### ***Financial Ombudsman***

The Financial Ombudsman has the authority to:

- (1) investigate consumer complaints against financial firms, provided that:
  - the complaint is submitted by the consumer,
  - the consumer has already submitted the complaint to the financial firm in question, before applying to the Ombudsman,
  - the financial firm the complaint is filed against had an operating licence by the relevant Regulatory Authority or was operating under freedom of establishment.
- (2) appoint a Mediator, following a relevant application by the debtor, who will take up the mediation (more information in Annex 1) between the debtor and the Credit Institution that granted the debtor the loan, for the purpose of Restructuring Non-performing Loans of up to three hundred and fifty thousand euro (€350,000.00) collateralised with the debtor's primary residence, the value of which may be higher than three hundred and fifty thousand euro (€350,000.00).

For more information visit:

- The Financial Ombudsman's website: <http://www.financialombudsman.gov.cy>

### ***Agencies for the Alternative Resolution of Disputes***

The Agency investigates complaints by consumers against financial firms in line with the Law, with the aim of settling disputes between consumers of services provided by financial firms and financial firms.

The consumer may apply to court or alternatively, employ the services of a third party for the alternative resolution of consumer disputes. These services offer consumers the ability to resolve serious disputes without having to take the matter to court. The advantages of using services for the alternative resolution of consumer disputes are that these are easier, faster and less expensive compared to court proceedings.

For more information as well as a list of the certified agencies for the Alternative Resolution of Consumer Disputes, visit the website of the Consumer Protection Services of the Ministry of Energy, Commerce and Industry at: <http://www.consumer.gov.cy>

**ANNEX 1: MEDIATION PROCEDURE BASED ON THE PROVISIONS OF PART VIA OF THE LAWS RELATING TO THE ESTABLISHMENT AND OPERATION OF A SINGLE AGENCY FOR THE OUT OF COURT SETTLEMENT OF DISPUTES OF FINANCIAL NATURE OF 2010 AND 2014, AS THESE ARE AMENDED FROM TIME TO TIME**

- 1.1 Following an application by the Debtor, the Financial Ombudsman (the “Ombudsman”) may appoint a mediator between the Bank and the Debtor to help reach a restructuring agreement for the disputed credit facility.
- 1.2 The Debtor’s application is submitted to the Ombudsman within 14 days of submitting a declaration of assets to the Bank pursuant to the Directive, or within 14 days from the date the Bank submits its credit facility restructuring proposal.
- 1.3 Upon submitting the application, the Debtor pays the Ombudsman a €20 fee.
- 1.4 The Debtor’s application must contain the following information:
  - a) the date of the first contact between the Debtor and the Bank,
  - b) the stage that the restructuring procedure is currently at,
  - c) the reason why they consider it necessary to appoint a mediator
  - d) data and information relating to the credit facility, the arrears/overruns, the Bank’s restructuring proposal (if applicable) and any other information necessary for the mediation process.
- 1.5 The Ombudsman appoints a mediator, who is registered in the relevant Register of Accredited Mediators and has been trained by the Central Bank of Cyprus, within 3 days and immediately informs the Bank and Debtor in writing.
- 1.6 The bank is obliged to arrange a meeting with the Debtor in the presence of the mediator within 5 working days from receipt of the Ombudsman’s notification.
- 1.7 The cost of the mediator’s services must not exceed €500, with 20% charged to the Debtor and 80% to the Bank.
- 1.8 The Debtor may at any time apply to the Ombudsman to interrupt the mediation process, in which case they are charged the entire cost of the mediator’s services.
- 2.1 Once the process is completed, the mediator submits a report to the Ombudsman about the mediation that was completed, which includes inter alia whether an agreement was reached or not.
- 2.2 The procedure to appoint a mediator, conduct the mediation and finalise the Bank’s proposal to the Debtor, resulting from said mediation process, must take no longer than 1 month. The deadline may be extended by the Ombudsman by 1 more month if there is a serious reason.
- 2.3 The Debtor reserves the right, within 5 working days from the submission of the Bank’s proposal that resulted from the mediation process, to apply to the Resolution of Disputes Committee that is appointed by the Bank in line with the Directive.
- 2.4 The Bank is not allowed to launch a court procedure or procedure to sell a mortgaged property or procedure to obtain/sell a property that was the object of a finance lease against the Debtor for not fulfilling their obligations arising from a credit facility, until the mediation process is over, unless the Debtor fails to exercise any of their rights within the fixed deadline.
- 3.1 The mediation process is only applied in restructuring procedures for Debtors’ credit facilities when:
  - a) “debtor” means (i) natural entity, or (ii) legal entity, charity, club, union, trust, or provident fund (without a financing business), whose annual turnover, income, or net assets (depending on the case) in the year prior to the application’s submission to the Ombudsman are no higher than €250,000,
  - b) the Debtor has not been declared bankrupt or is not under liquidation (depending on the case),

- c) “credit facility” means (i) loan or overdraft limit or credit card limit of up to €350,000 that is granted by the Bank to the Debtor and which is guaranteed with a mortgage or collateral assignment contract for a property used as a primary residence or (ii) finance lease for a property that is used as a primary residence, for a total contractual obligation of up to €350,000,
- d) “primary residence” is a residence used as a main residence by its owner or, in the case of a financial leasing contract, the counterparty to the contract, its lessee, for at least 6 months per year.

3.2 The mediation process does not apply to credit facilities in relation to which, at the time of submission of the application, a Court of the Republic has issued a decision or legal proceedings are currently underway or the sale of a mortgaged property is underway via auction, or the repossession/foreclosure of a property under a leasing agreement is underway.

**COMPLAINT SUBMISSION FORM**

If you wish to submit a complaint to Eurobank Cyprus, you may do so by filling in and submitting this form.

The Bank observes and applies specific procedures to ensure your complaints are managed fairly and effectively, ensuring that your concern is handled and investigated with transparency, impartiality, and neutrality.

**Personal Details**

Title (optional): .....

Name: .....

ID/Passport<sup>1</sup>: .....

Account Number (if applicable): .....

Banking Centre that you use (if applicable): .....

**Contact Details**

Address (Street, Number, City, Postcode): .....

Contact Number: .....

Contact Hours: .....

Email: .....

**If the complaint is by a legal entity, please fill in the information below.**

Company name: .....

Company registration number<sup>2</sup>:  
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Your position at the company:  
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**Description of Complaint**

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***I hereby state that I have read and been informed about the Bank's Notification for Personal Data Processing.***

<sup>1</sup> The ID number is required so that the Bank can complete the authentication process.

<sup>2</sup> The Company Registration Number is required so that the Bank can complete the authentication process.