

Complaint Processing Rules

With an emphasis on identification and settlement of customer needs and problems, Converse Bank CJSC (hereinafter the Bank) carefully studies the problems, complaints and proposals of the customers with an intention to promote reliable and long-standing relationship between the Bank and the customers.

You can file your complaints **either in written or verbal** manner.

1. You can file the **written complaints** as an application or in a free format in the book of complaints and proposals, through Internet-Bank, mobile app chat assistant or by the Bank's email post@conversebank.am.

Should you prefer to file the complaint with the branch or the Head Office, our employees will escort you to the employee accepting the complaints. The employee in charge will give you the respective application form, where you can outline your complaint. You will get the complaint receipt confirmation immediately after filing the complaint, but no later than on the next business day. You may also file your complaint in a free format by stating your contact details.

You will get the reply to your written complaint in 10 business days in accordance with the internal regulations of the Bank.

2. The verbal complaints are made

by phone (+374 10 511-211), Viber, WhatsApp, Messenger, as well as at branches. The employees in charge will respond to all your questions and concerns.

Unless you are satisfied with the written reply, you may apply to the court or the Financial System Mediator or the Central Bank or the arbitration (if the arbitration agreement is available) to protect your rights.

Converse Bank