

Complaint Presentment Form

To
position

name, surname

From
customer name, surname

Customer's account number

Complaint identification number
to be filled in by Bank employee

COMPLAINT

Large empty rectangular box with horizontal lines for writing the complaint details.

Hereby I confirm that I have been provided with the "What to do if you have a complaint?" document, Customer complaint handling procedure and the complaint receipt.

Mail or e-mail address to which the response should be sent

Customer telephone number

Date

Customer signature

.....

RECEIPT

is filled in by the Bank

This Receipt is to confirm that on _____ 20____

a complaint with _____ Identification Number has been received from Customer

_____. Please also be informed that in case of any questions regarding the complaint You can contact Bank employee Anush Davtyan (Executive Response Unit Senior Specialist) by calling +374 60 65 51 94.

The signature of the bank employee receiving the complaint and/or Bank stamp _____ P.S.