Translation of complaints resolution instructions

For a life full of possibilities!

Our commitment

We commit to provide you with the highest quality of products and services.

If you believe that we have not fulfilled our promises or your expectations, please inform us immediately in order that we can take corrective actions and provide our clients with better service.

1. How and where to provide feedback:

You can submit complaints to us in four ways:

- visit a branch or local representative where you can file your complaint in person.

- send your complaint in written form to the bank’s address.

- by telephone - you may contact the branch director, the personal finance specialist or the SME finance specialist who will immediately address your complaint.

- by email – you should avoid sending confidential information via email if possible, however, this may be a suitable method to report your complaint to us. Should you wish to submit details related to personal information and/or your account, please do so in a written format or over the telephone.

2. What we need from you:

Please provide us with the following information:

- Contact information, including name, address, home and mobile phone numbers, and email address (if possible) so we can ensure that we respond to the right address.

- Account number (not sent via email).

- Clear summary of the complaint.

- Your opinion of what we would need to do in order to resolve the problem.
3. Next steps

We will review your complaint immediately. We will attempt to answer you within the same working day, if at all possible.

Such a quick response is not easy to provide, however, if the complaint requires further investigation. In such cases, we will estimate the time that we will need to respond to the request and notify you of this estimate within two working days.

If the time required is longer than 2 weeks, we will regularly inform you about the progress of the complaint resolution.

You will be informed of the final resolution within 30 days at the latest.

4. If you receive an unsatisfactory resolution

Our goal is to resolve your complaint in the best manner possible for you, as soon as possible. If you are still not satisfied with the result, we request that you contact a member of the management team responsible for your complaint to agree on further steps. If necessary, the complaint will be forwarded to the head of operations or the President of the managing board.

Complaints may be submitted to the National Bank of Serbia at the following address:

    National Bank of Serbia
    Postanski fah 712
    11000 Beograd

Or by email at zastita.korisnika@nbs.rs

(They provide a list of offices and/or branches as well).