

## Complaint Submission Form

To: **Complaints and 24/7 Support Unit**

**Complaint submitter**

1. Personally
2. Via proxy\*

\*If the complaint is submitted via proxy, please provide a properly certified authorization, together with the completed complaint form at any SB branch.

**Information about the person who submits the complaint:**

Name:

Surname:

Phone number:

Address:

E-mail address:

**Financial institution against whom the complaint is submitted:**

Name of the financial institution:

**Stopanska banka AD – Skopje**

Product/Service that is subject to the complaint:

Complaint contents:  
(description of the event with detailed information)

Expected outcome from the submitted complaint:

**The client must submit any evidence relevant to the complaint that is in their possession.**

Choose one of the following options for further communication:

- |  |  |
|--|--|
| <ol style="list-style-type: none"><li>1. To the address recorded in the Bank's system</li><br/><li>2. To the email address recorded in the Bank's system</li></ol> |  |
|--|--|

Date:

Submitted by: