



NATIONAL BANK OF GREECE (CYPRUS)

PROCEDURE FOR THE SUBMISSION OF COMPLAINTS BY CUSTOMERS OF THE BANK

Dear Customer,

It is possible than in some instances you may feel that the quality of service we provide, or the services of the bank in general do not fully satisfy you.

As our primary objective is the continuous upgrading of the quality of the service we provide to our customers, we ask you to give us the opportunity to improve and solve any possible problems that may arise in the course of your transactions with our Bank, by submitting any complaints you may have.

This can be done either through our website (www.nbg.com.cy), or by completing and handing over to any branch or our Bank, the special complaint form, which is available in our branches.

The Bank commits itself to studying any complaint carefully and with a positive approach and will use the occasion to further improve the level of service it provides and give you a reply within a reasonable time period.

We thank you for your cooperation.