

Procedure for processing customer requests

Customer request channel	Order on approval of the customer requests processing process	Extract from the order
Written request	<p>PR/18-2021-7585 994 dated 28.11.2021</p> <p>E.G.20.0.0.4/4-74 35388 dated 15.08.2023</p>	<p>Customers have the option to submit an official written request to the Bank, including a signature/electronic signature and/or stamp:</p> <ul style="list-style-type: none"> • directed to the legal address (1d Hrushevskoho str., Kyiv, 01001); • to the correspondence address (30, Naberezhna Peremohy str. Dnipro, 49094); • to offices or branches of the Bank; • to the electronic mailbox cancelyaria@privatbank.ua <p>1. A customer's written request undergoes digitization (creation of a scanned copy) and is recorded in the Bank's software complex. A unique incoming number and identifier are then assigned to the letter within the software complex.</p> <p>2. The content of the letter is analyzed by an expert in the relevant bank unit, who then decides on the approach to handling the letter and specifies the information to be included in the response.</p> <p>3. After processing the request and collecting the necessary information, a response to the customer is generated on official letterhead, indicating the mandatory details (outgoing number and response preparation date).</p> <p>4. In accordance with the provisions of the "Law on Citizens' Requests", the timeline for the assessment of requests from citizens is set at no more than one month from the day of submission to the Bank. If it is impossible to resolve the issues raised in the request within the one-month timeframe, a necessary period for its consideration is established, and the person who submitted the request is notified accordingly. At the same time, the total term for solving the issues raised in the request cannot exceed 45 days.</p> <p>5. Response delivery channels: e-mail and Privat24. In cases where electronically identified communication channels with the customer are not available in the Bank's records, a written response is compiled. This written response is then dispatched via Ukrposhta using a registered letter to the customer's address, as indicated in the Bank's database.</p>
Incoming call	<p>PR/18-2020-7184 862 dated 16.02.2021</p> <p>E.G.20.0.0.4/4-70 23528 dated 25.05.2023</p>	<p>1. Customers can contact the Bank using the following phone numbers:</p> <ul style="list-style-type: none"> • 3700 (free of charge from mobile phones in Ukraine); • +38 (073) 716 11 31 (for calls from abroad). <p>There are additional numbers for Premium Banking customers:</p>

		<ul style="list-style-type: none"> • + 38 073 (050,098) 900 00 02; • + 38 073 900 00 04; • + 38 073 900 00 10. <p>2. Customers may be provided with the option of resolving issues independently using the voice menu and voice prompts</p> <p>3. A specialist can ask clarifying questions to identify the essence of a customer's request.</p> <p>4. A specialist can perform customer identification using a method selected by the Bank (push verification, additional questions, voice verification, etc.) and, if necessary, verify a customer's authorization.</p> <p>4. In some cases, another specialist may be involved to address an issue. If the issue requires additional processing, an application is submitted to higher-level specialists, and the customer will be notified accordingly.</p>
Requests sent via chat	E.G.20.0.0.4/4-76 83762 dated 05.10.2023	<p>1. Customers can contact the chat via the information website https://privatbank.ua/ and other pages of the Bank, the mobile app - Privat24, or messaging platforms such as Viber, Telegram, iOS.</p> <p>2. Customers have access to automated content that helps in addressing some requests without the need for specialist assistance.</p> <p>3. In cases where account-related questions require personal information verification, customer identification is performed using a channel selected by the Bank, including options like photo or video verification.</p> <p>4. In some cases, another specialist may be involved to address an issue. If the issue requires additional processing, an application is submitted to higher-level specialists, and the customer will be notified accordingly.</p>
Requests sent via e-mail	PR/18-2021-7159 599 dated 13.08.2021 E.G.20.0.0.4/4-71 56115 dated 15.06.2023	<p>1. You have the option to submit your request to the Bank's email address help@privatbank.ua.</p> <p>2. Please note that the mail channel can only address questions of a general nature.</p> <p>3. Responses to a sender are sent via email.</p>
<p>Legislative act regulating the procedure for processing customer requests: Law of Ukraine No. 393/96-VR "On Citizens' Requests" https://zakon.rada.gov.ua/laws/show/393/96-bp#n60</p>		