

UKRSIBBANK Office Hours Procedure

1. Office hours of UKRSIBBANK officials are set forth by the Office Hours Schedule. The Schedule is published at sales outlets information boards and web-page of the Bank.

2. Personal meetings are exercised:
- by sales outlets officials – on ongoing basis, no prior request necessary;
 - by officials at regional and Head office level (as indicated in the Schedule) **upon prior request.**
3. Personal reception request shall be submitted by one of the following means:
- Phone No. 0 800 505 800 (free within Ukraine);
 - Phone No. 729 (free from mobile within Ukraine);\
 - Phone No. +38044 298 82 90 for international calls;
 - Email: info@ukrsibbank.com or quality@ukrsibbank.com;
 - feedback form at Bank's web-page <https://ukrsibbank.com/private-individuals/service-quality/#form>;
 - chatting with UKRSIB online, UKRSIB business;
 - Bank's official page in Twitter, Instagram, Facebook social networks;
 - Regular mail at the address of Head Office (Anrdiivska, 2/12, Kyiv, 04070);
 - in writing through SO.

Requests submitted by other means are not accepted.

4. Personal reception request shall contain:
- name and surname (registered name);
 - home address (location);
 - individual tax number (for an individual) - as optional information;
 - phone no.;
 - e-mail address;
 - outline of the issue;
 - preferred time for the meeting;
 - preferred way of notification on time and place of the reception;
 - date of application;
 - and gives consent to the processing of personal data in accordance with the requirements of the Law of Ukraine "About the Protection of Personal Data" for the purpose of processing requests and appeals by the Bank.

Anonymous request are not accepted.

5. Bank notifies applicant on time and place of his personal reception.
6. Please bring your passport or other photo ID card.
7. Personal reception outcome shall be recorded by the Bank. In case issues raised were not settled during the reception, the Applicant may lodge a written application or request a reception by a higher level official.

The Bank conducts a second personal reception on issues already considered during the personal reception, if the issues have not been resolved on the merits. In case of disagreement with the results

of the personal reception by the top management, the citizen has the right to apply to the National Bank and / or the court, and / or to the Ukrainian Parliament Commissioner for Human Rights.

8. Issues raised by citizens during a personal reception, which cannot be resolved directly during its conduct, are dealt with in the same manner as written appeals of citizens. The Bank does not hold a repeated personal reception and does not consider repeated applications in cases provided by law.
9. At the request of the client and / or for the purpose of transparency of personal reception and observance of security measures to carry out video and audio fixation of carrying out of personal reception, to inform clients prior to the start of personal reception by placing this information on information stands in the places accessible to clients.
10. The manager and other officials of the bank, when presenting the client on personal reception of the application, which in accordance with the legislation of Ukraine is not subject to consideration and resolution or raised issues that do not fall within their powers, provides the client with reasonable explanations about the reasons for refusal to consider such treatment including re-filing a matter that has already been dealt with by the bank and has been decided on its merits, or whether it is necessary to forward such a petition with an indication of the appropriate authority or official.
11. Participation in the personal reception of the authorized person and / or persons who are in a family relationship with a citizen who has applied to the Bank is allowed with his consent and upon presentation of documents confirming the authority and / or family ties. The presence of unauthorized persons during personal reception is not allowed. The presence of members of the mass media during their personal reception, photo, video and audio recording of their personal reception shall be agreed in advance with the security, brand and communications divisions of the Bank's personal reception officer.