

# Complaint Presentment Form

To   
*position*

*name, surname*

From   
*customer name, surname*

Customer's account number

Complaint identification number   
*to be filled in by Bank employee*

## COMPLAINT

Large empty rectangular box with horizontal lines for writing the complaint details.

Hereby I confirm that I have been provided with the "What to do if you have a complaint?" document, Customer complaint handling procedure and the complaint receipt.

Mail or e-mail address to which the response should be sent

Customer telephone number

Date

Customer signature

.....

## RECEIPT

*is filled in by the Bank*

This Receipt is to confirm that on \_\_\_\_\_ 20\_\_\_\_

a complaint with \_\_\_\_\_ Identification Number has been received from Customer

\_\_\_\_\_. Please also be informed that in case of any questions regarding the complaint You can contact Bank employee Anush Davtyan (Executive Response Unit Senior Specialist) by calling +374 60 65 51 94.

The signature of the bank employee receiving the complaint and/or Bank stamp \_\_\_\_\_ P.S.