

(Application is free)

**Annex II to the Regulation of Banking  
Ombudsman**

**APPLICATION**

**For Submission of Disputes between a Natural Person and Bank to Consideration of  
Banking Ombudsman**

(Carefully read the "Regulation of Banking Ombudsman" before filling out the application)

**Information about the complainant:**

**Surname:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Father's name:** \_\_\_\_\_

**Place and date of birth (gün, ay, il):** \_\_\_\_\_

\_\_\_\_\_

**Serial number and number of identity card (passport):** \_\_\_\_\_

\_\_\_\_\_

**Registered address:** \_\_\_\_\_

\_\_\_\_\_

**Mailing address:** \_\_\_\_\_

**Contact phones:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

(All necessary information will be sent to you via this email)

**Authorized personing the complainant \*:**

\* (If the application is filled by a power of attorney by another person)

**Surname:** \_\_\_\_\_ **Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Contact phones:** \_\_\_\_\_

**Mailing address:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

**Name of the complaint bank (and branch name):** \_\_\_\_\_

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**The date of the application letter to the bank regarding the substance of the complaint (requirement) before filing an application** \_\_\_\_\_  
(if has not applied to the Bank, can not be appealed to the Bank Ombudsman)

**The date of the reply letter from the Bank (if applicable)** \_\_\_\_\_

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**The date of the matter raised in the application** \_\_\_\_\_  
(If 2 (two) years have passed since the origin of the motive, can not be appealed to the Bank Ombudsman)

**Have you applied to the court with complaint motive?**  
(If the answer is YES, can not be appealed to the Bank Ombudsman)

**YES**

**NO**

**Is the complaint about a bank that has already been closed or terminated?**  
(If the answer is YES, can not be appealed to the Bank Ombudsman)

**YES**

**NO**

**Was the complaint reviewed by the Bank's Ombudsman before?**  
(If the answer is YES, can not be appealed to the Bank Ombudsman)

**YES**

**NO**

**Is the complaint motif related to the general banking business, the type of banking service and price policy?**  
(If the answer is YES, can not be appealed to the Bank Ombudsman)

**YES**

**NO**



**The attached documents:** (each of which you think is related to the issue can be added with the number of sheets)

| <b>Documents:</b> | <b>Number of sheets:</b> |
|-------------------|--------------------------|
| 1. _____          | _____                    |
| 2. _____          | _____                    |
| 3. _____          | _____                    |
| 4. _____          | _____                    |
| 5. _____          | _____                    |
| 6. _____          | _____                    |
| 7. _____          | _____                    |
| 8. _____          | _____                    |
| 9. _____          | _____                    |
| 10. _____         | _____                    |

**I declare:**

- The above mentioned information is correct;
- I agreed, the consideration of the dispute by the Bank Ombudsman in accordance with the "Regulations of the Banking Ombudsman" and the "Statute on Banking Ombudsman", also I allow the Banking Ombudsman to process private information acquired during the consideration of the above-mentioned dispute in accordance with the applicable legislation of the Republic of Azerbaijan, as well as to publish the adopted decision and information on dispute;
- I declare that I will demonstrate voluntariness and good faith in the implementation of any decision of the Bank Ombudsman!

**Surname and name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Date** \_\_\_\_\_