



Appendix 3

To customer _____
Name, surname, patronymic (name) of the customer

E-mail address of the customer /specify in case of sending electronically/

RECEIPT
of filing a complaint by a customer

Hereby ARMECONOMBANK OJSC (hereinafter - the Bank) confirms on receiving complaint № from the Customer __/hereinafter-Complaint /on “__“ “__“ ____.

The Bank informs that the Complaint is considered to be submitted to the Bank in writing by the customer: in case of submission by hand, by mail, by the Bank's e-mail, through the Bank's social network pages, "AEB Mobile" and "AEB Online" systems, "Viber", "Whatsapp", "Messenger" and other electronic means of communication with the Bank, the Client can obtain the internal rules of the Bank for handling the Complaint by requesting from the Bank or can get acquainted with it from the Bank's website: <https://www.aeb.am/>.

Attached are:

1. The "What do you if you have a complaint?" template;
2. Complaint submission form.

RESPONSIBLE EMPLOYEE

signature

In case of the receipt being delivered by hand
The copy of receipt signed by the customer is kept at the Bank
