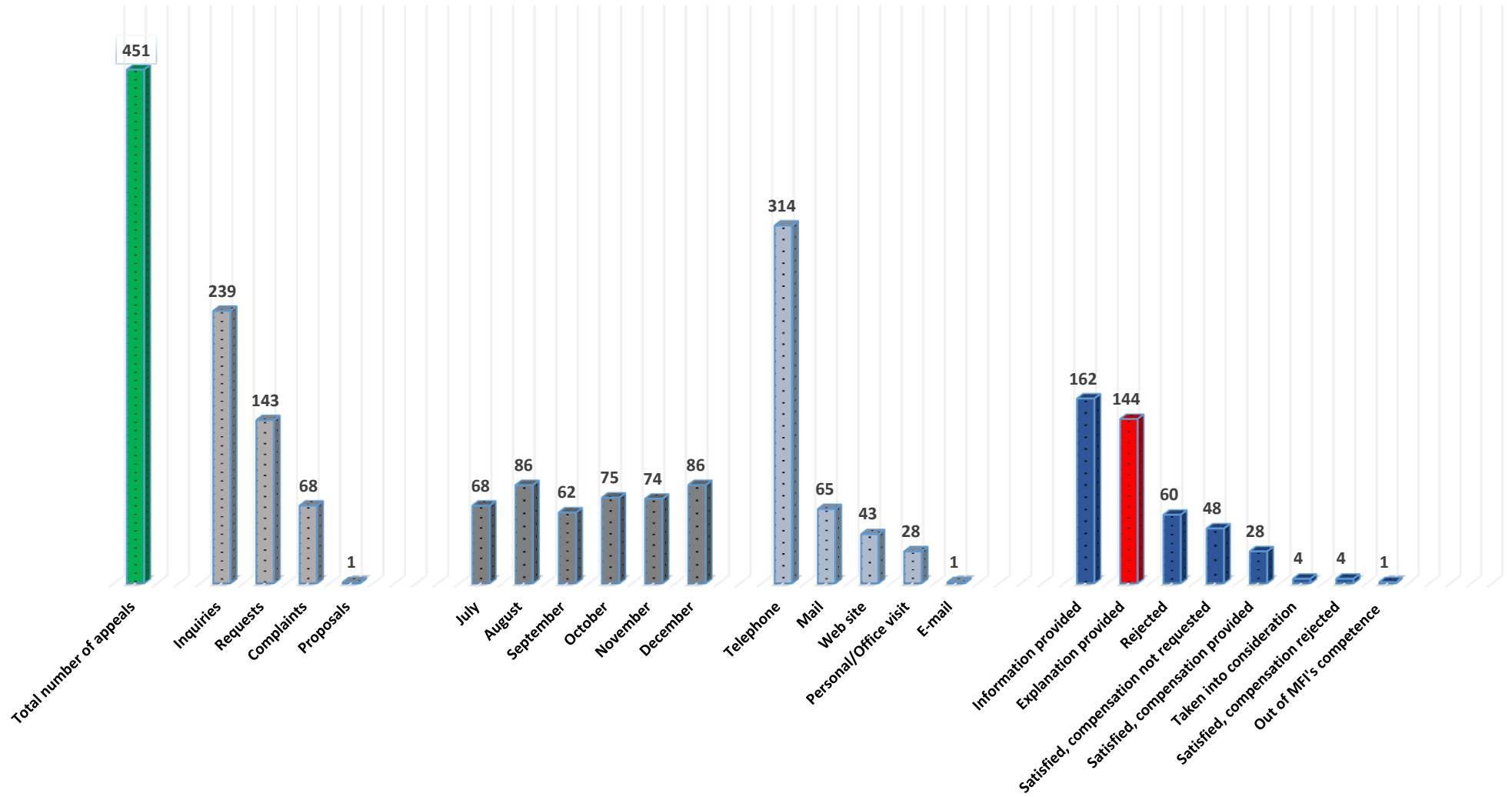
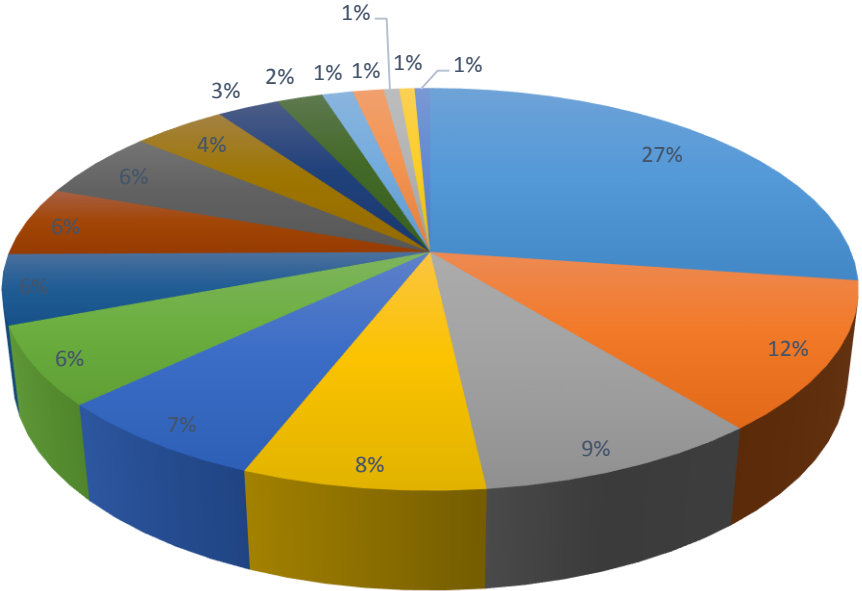


Summary of appeals in the second half of 2017, VF AzerCredit

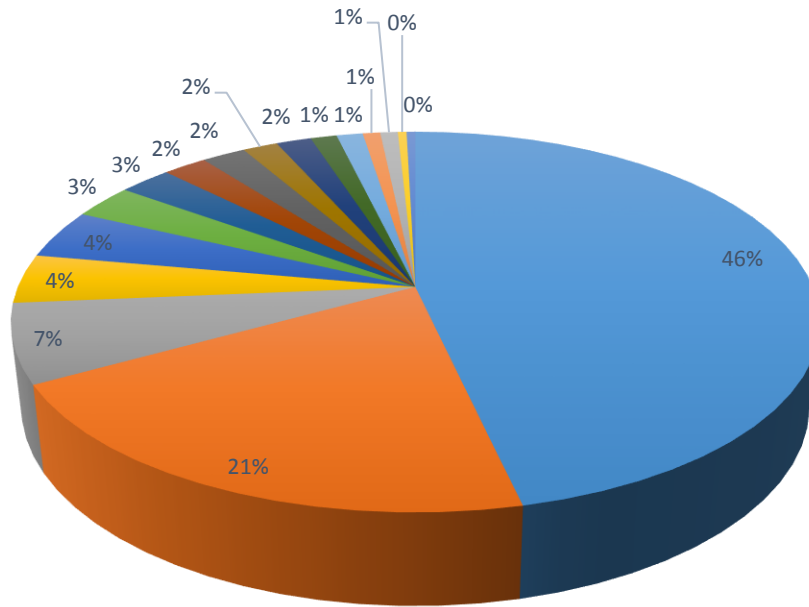


Requests



- Loan Discount
- Personal Guarantor
- Interest Rate
- Reference
- Collateral Terms Change
- Late Penalty
- Loan Restructuring
- Court Cases
- USD-AZN Issue
- Repayment
- Update of the CCR data
- Loan Balance
- Loan application
- Other
- Early closure
- Grace Period
- Insurance

Inquiries



■ Loan Application

■ Loan Balance

■ Branch Address

■ Repayment

■ Other

■ Loan Account

■ Reference

■ Loan Officer Tel. Number

■ Loan Discount

■ Interest Rate

■ Early closure

■ Branch Tel. Number

■ Personal Guarantor

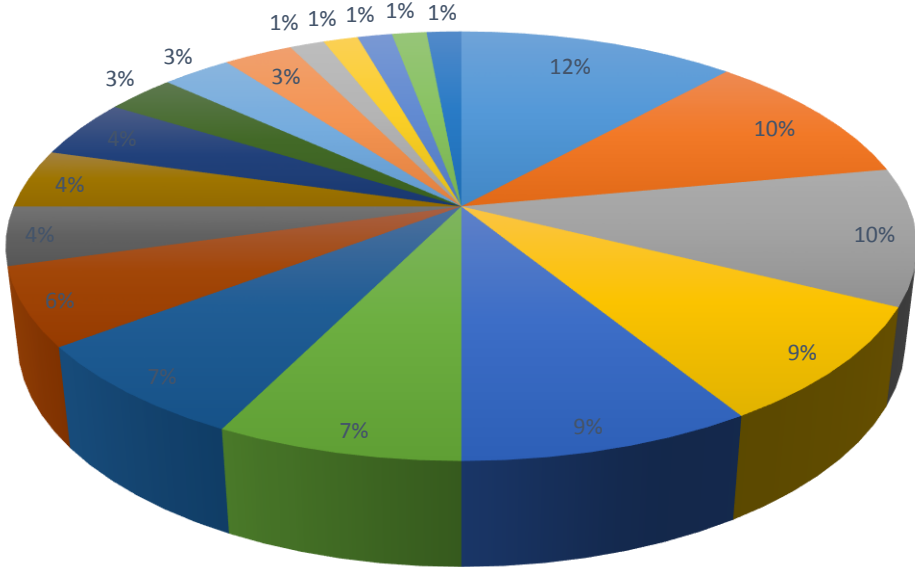
■ Loan Restructuring

■ Late Penalty

■ Pay Point

■

Complaints



- Miscalculation
- Update of the CCR data
- Pay Point
- USD-AZN Issue
- Alleged Fraud
- Red Tape
- Court Cases
- Loan Discount
- Loan Balance
- Repayment
- Other
- Loan Rejection
- Insurance
- Late Penalty
- Notfull/wrong info
- Customer Service Level
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