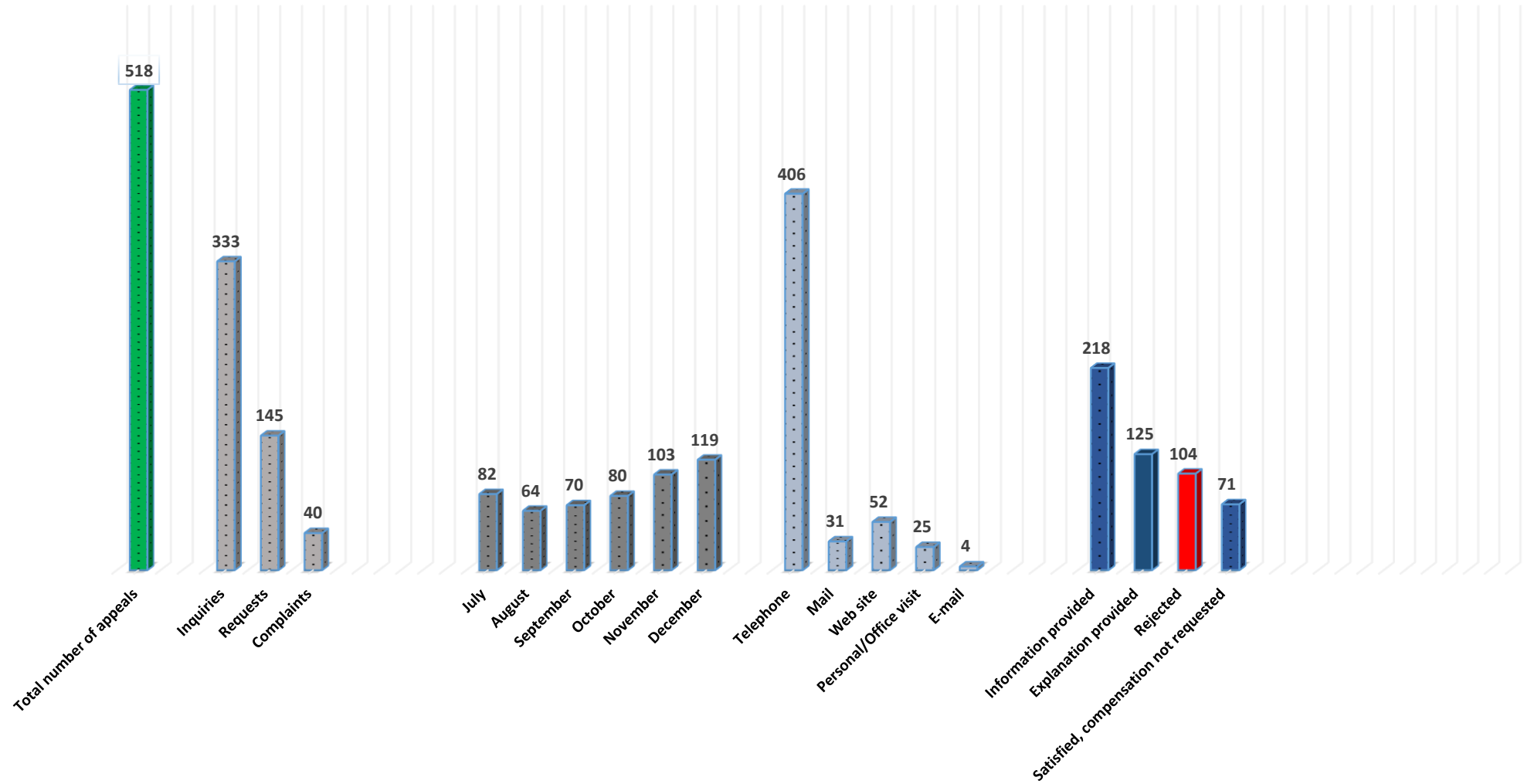
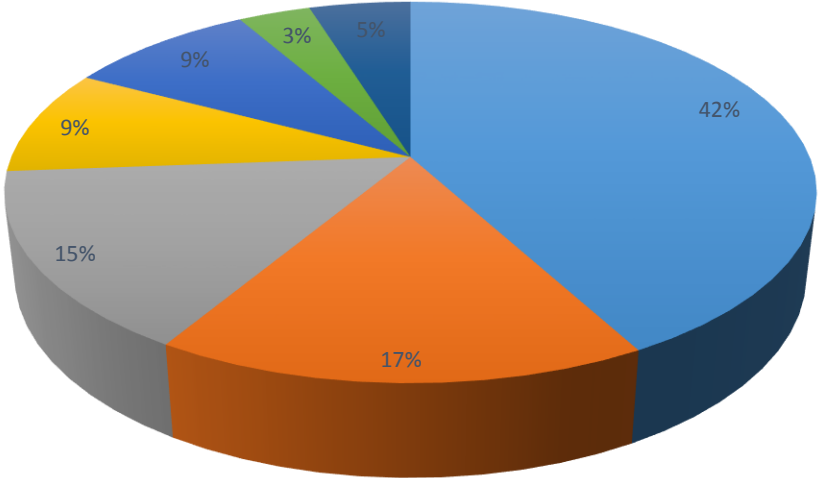


## Summary of appeals in the second half of 2018, VF AzerCredit



# Requests



■ Loan Discount

■ Court Cases

■ Update of the CCR data

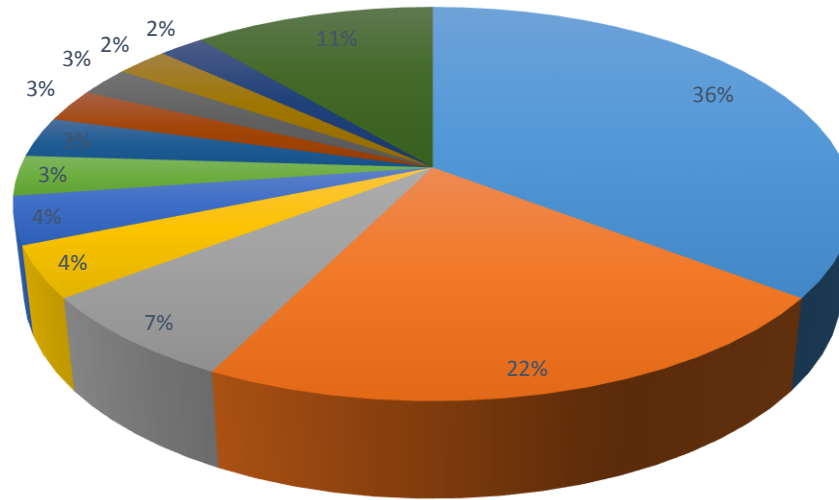
■ Reference

■ Collateral Terms Change

■ Personal Guarantor

■ Other

# Inquiries



■ Loan Application

■ Loan Balance

■ Update of the CCR data

■ Court Cases

■ Reference

■ Branch Address

■ Loan Account

■ Personal Guarantor

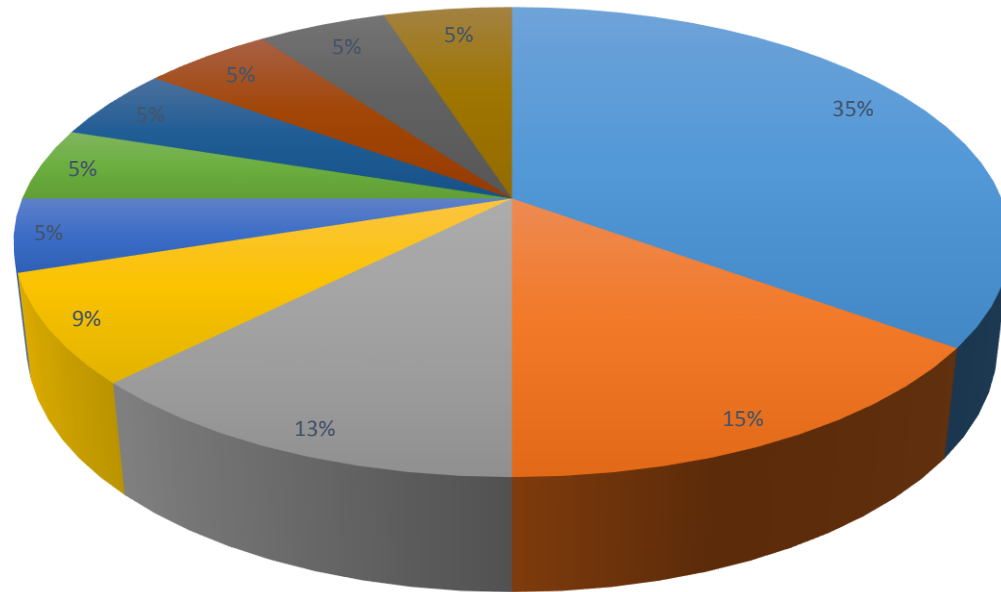
■ Collateral Terms Change

■ Repayment

■ Loan Discount

■ Other

# Complaints



■ Update of the CCR data ■ Loan Balance ■ Reference ■ USD-AZN issue ■ Collateral Terms Change ■ Repayment ■ Loan Discount ■ Court Cases ■ Late ■ Other