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| **Complaint Form** |

For any enquiries regarding the Complaint Form, do not hesitate to contact us in the following address: Compliance Officer, 50 Arch. Makarios III Avenue, P.O. Box 21415, CY-1508, Nicosia, Tel: 22-846500, Fax: 22-846601, email: complaints@cdb.com.cy

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| **1. PERSONAL DETAILS OF THE REPORTING PERSON** |
| Surname: |       |
| Name: |       |
| Address:Postcode:City |       |
| Tel: |       |
| Fax: |       |
| Email: |       |

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| **1. DETAILS OF THE ENTITY**  |
| Name: |       |
| Address:Postcode:City:  |       |
| Tel: |       |
| Fax: |       |
| Email: |       |
| Contact Person: |       |

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| **3. COMPLAINT DESCRIPTION** |
| (if the space below is not adequate for the description of your complaint, please use an additional page) |
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| **4. DOCUMENTS ATTACHED** |
| (Please name each document, which is related to your complaint and please attach it on the Complaint Form) |
| 1 |       |
| 2 |       |
| 3 |       |
| 4 |       |
| 5 |       |
| 6 |       |

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| **5. DECLARATION / AUTHORISATION** |
| * I declare that all information given above is true and accurate
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| **6. INSTRUCTIONS TO COMPLETE THE COMPLAINT FORM** |
| * In part 3 of this Form please provide details regarding your complaint, as well as all necessary documentation, which you consider as necessary for the investigation of your complaint.
* Please attach all necessary documents to your Complaint Form.
* Please sign and send the Form to the following address (Compliance Officer, 50 Arch. Makarios III Avenue, P.O. Box 21415, CY-1508, Nicosia, Tel: 22-846500, Fax: 22-846601, email: complaints@cdb.com.cy
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| **7. DECLARATION FOR THE PROCESSING OF PERSONAL DATA** |
| I confirm that I have been informed by the Bank about the Bank’s obligations in relation to my personal data, which include data that are given and/or may be given to the Bank and/or data that will be obtained by the Bank, either from myself or from others, in the context of this complaint form. I have received all the necessary information and explanations and I have been informed about the Bank’s Privacy Policy which is posted on the Bank’s website at [www.cdb.com.cy/privacy-policy](http://www.cdb.com.cy/privacy-policy) and available at the Bank’s branches. In addition, I have been informed about my rights in relation to my personal data, including the right to withdraw my consent, object to the processing, request access to my personal data or any information in relation to it or lodge a complaint. I hereby declare that I freely, expressly, specifically and knowingly consent to the processing of the aforementioned data (including sensitive data) by the Bank.  |

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| Date: |       | Signature: |  |