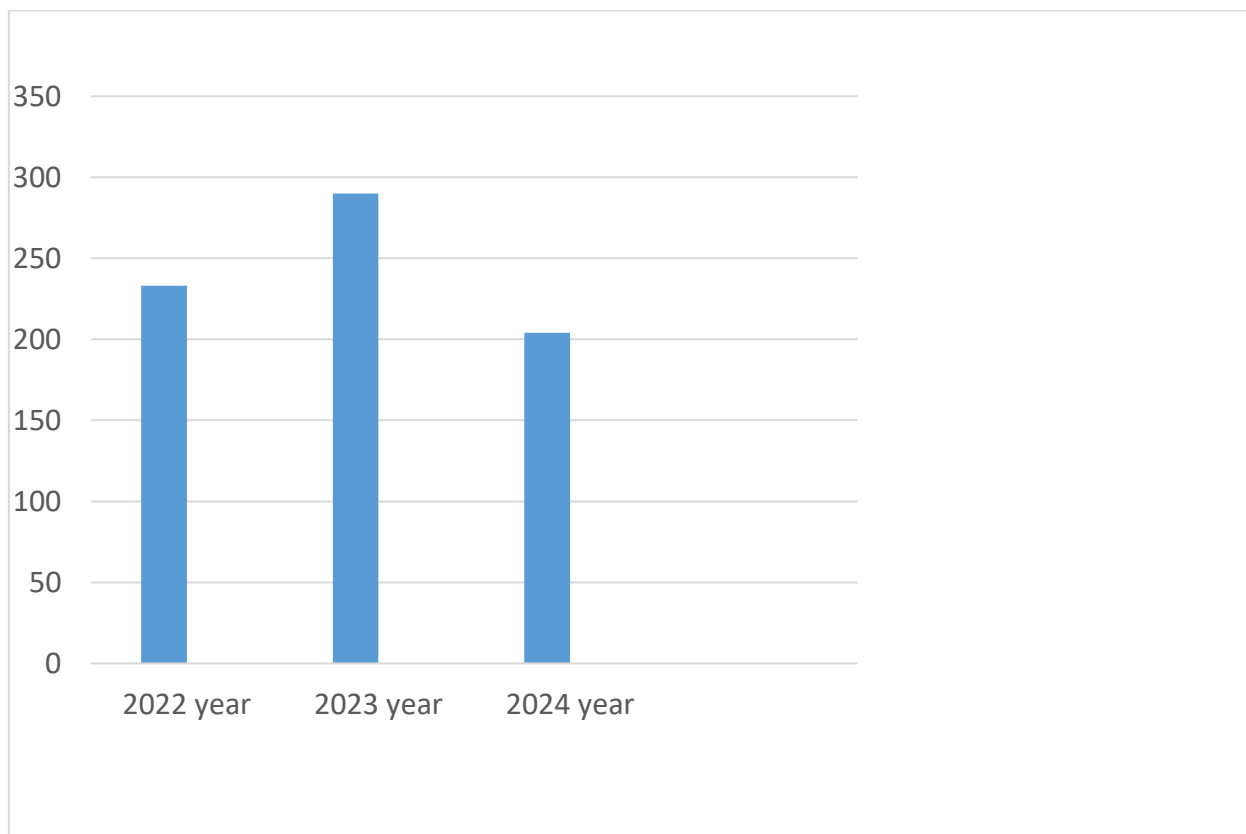


Analysis of applications of individuals and legal entities to ASIA ALLIANCE BANK in 2024

According to the results of 2024, a total of 204 appeals were received and registered from individuals and legal entities through various communication channels on issues related to the activities of the joint-stock commercial bank "ASIA ALLIANCE BANK". Of them 71 were in written form, 133 - in electronic form, 14 - orally. There were 188 applications, 28 complaints and 1 proposal.



At the end of 2024, the virtual reception room of the President of the Republic of Uzbekistan received a total of 93 appeals, 71 appeals directly through the office of the bank, 1 appeal to the single helpline of the Central Bank of the Republic of Uzbekistan, as well as 14 oral appeals received through the "helpline" of the bank. Appeals of individuals and legal entities were considered by the working group created in the bank with participation of clients, explanations were given to clients, written answers were sent to the authors of letters in accordance with the established procedure.

According to the results of the analysis, the topics of the received references were determined as follows:

- On the issue of crediting-63
- Issuance of plastic cards, ATMs and terminals-33
- Issues of payment systems and non-cash payments -25
- Issues of cash withdrawal - 3
- Questions on employment - 3
- Other issues - 77

The appeals received in 2024 were considered in due time and solved in due time. There are no overdue appeals.