

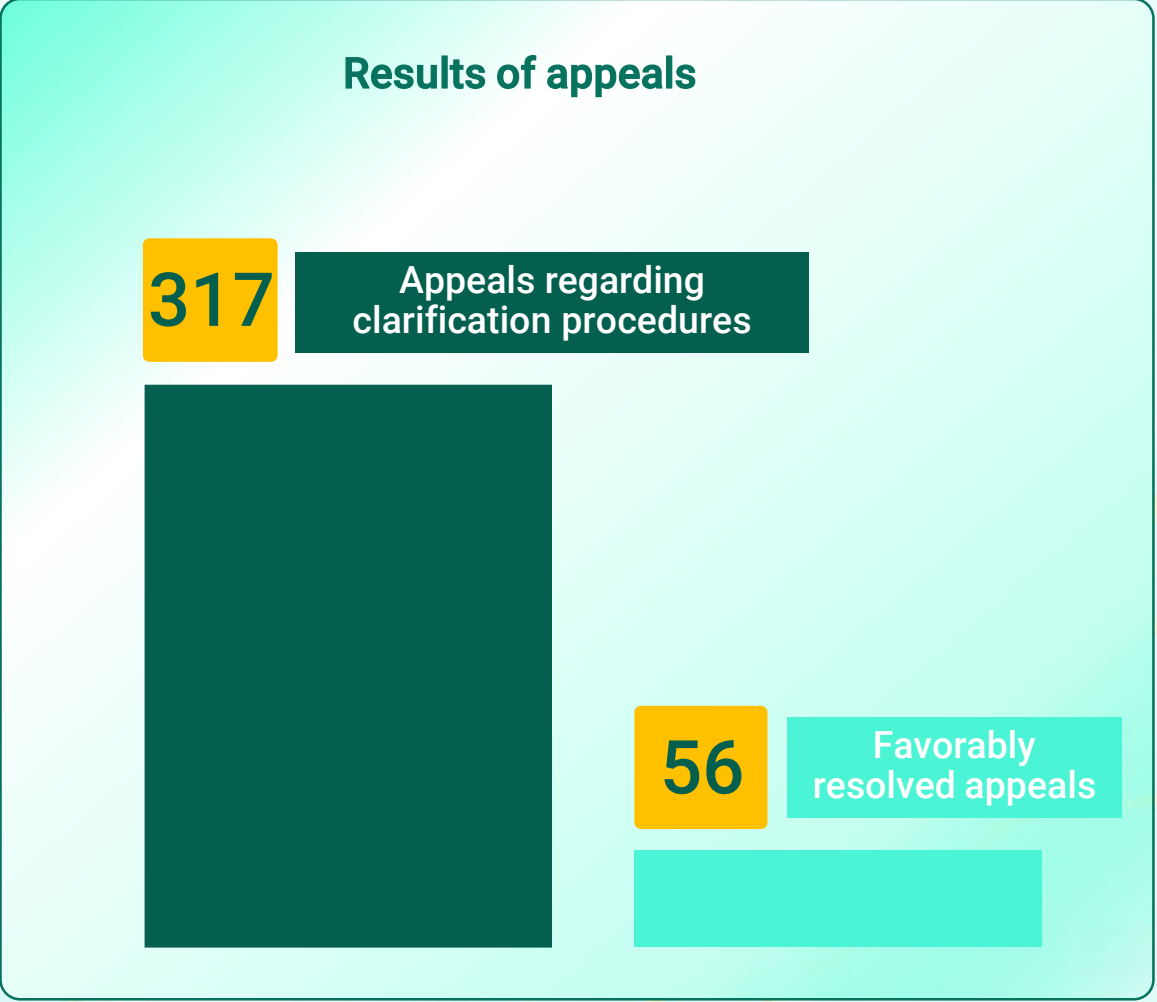
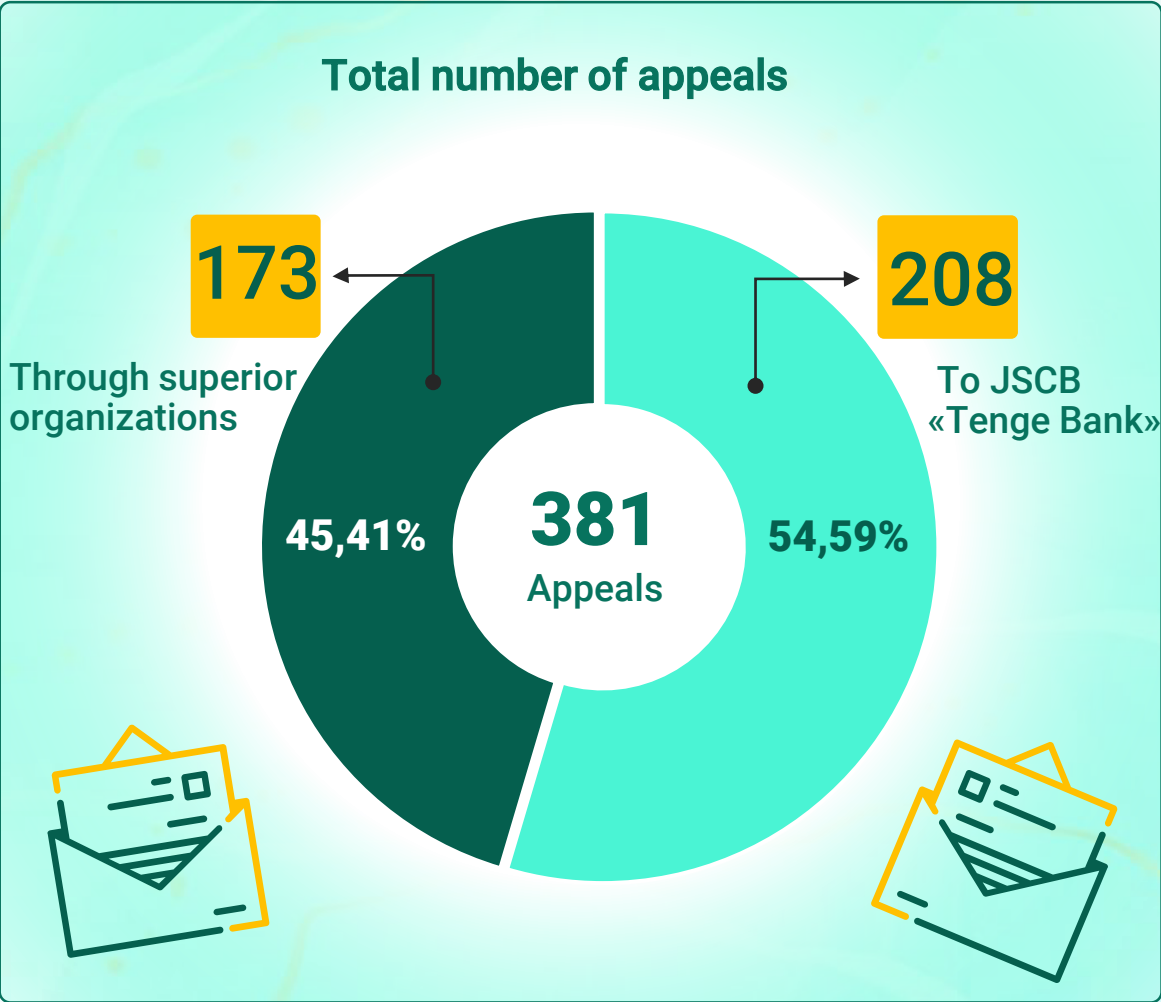


SERVICE QUALITY MANAGEMENT

Report on appeals for the second quarter of 2026



General information on appeals from individuals and legal entities received by JSCB «Tenge Bank»



Total number of appeals

381

In the context of gender



285
appeals

74,80%



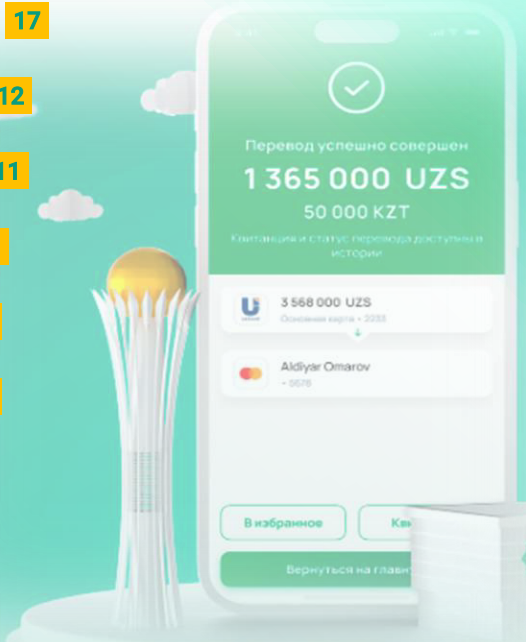
96
appeals

Women

Men

25,20%

Subject of appeals

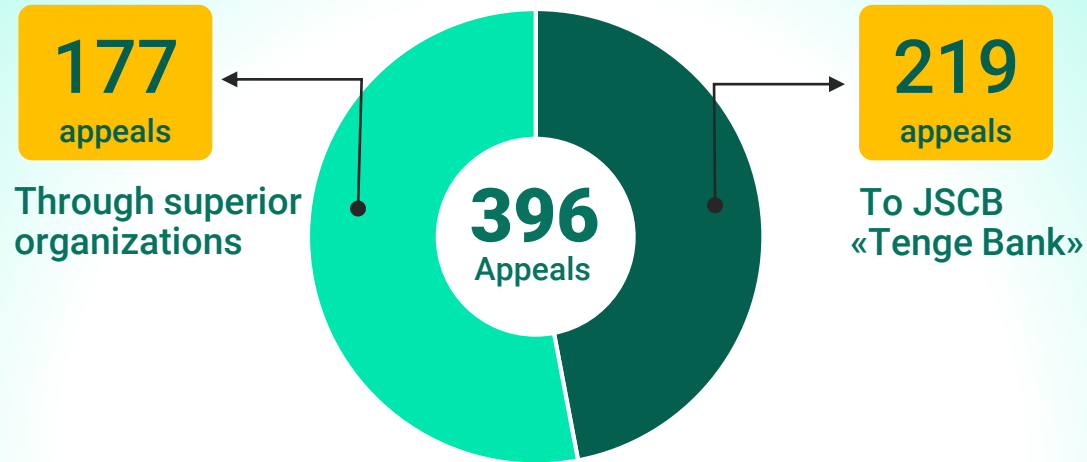


Statistics of appeals from individuals and legal entities broken down by Bank branches (BSC) for the second quarter of 2026



Comparison of the Appeals Ranking for the first quarter and the second quarter of 2026

The first quarter of 2026



The second quarter of 2026

