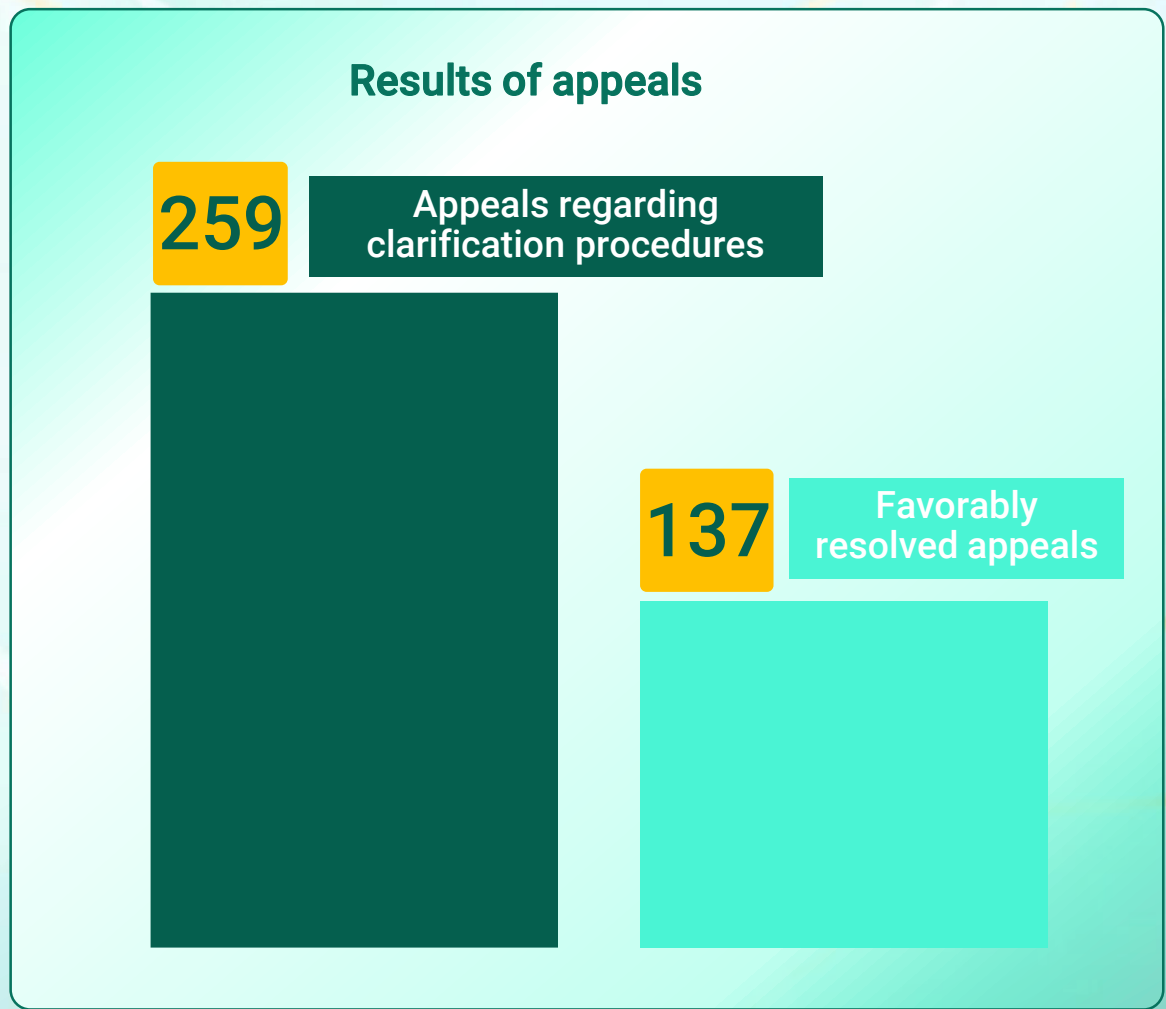
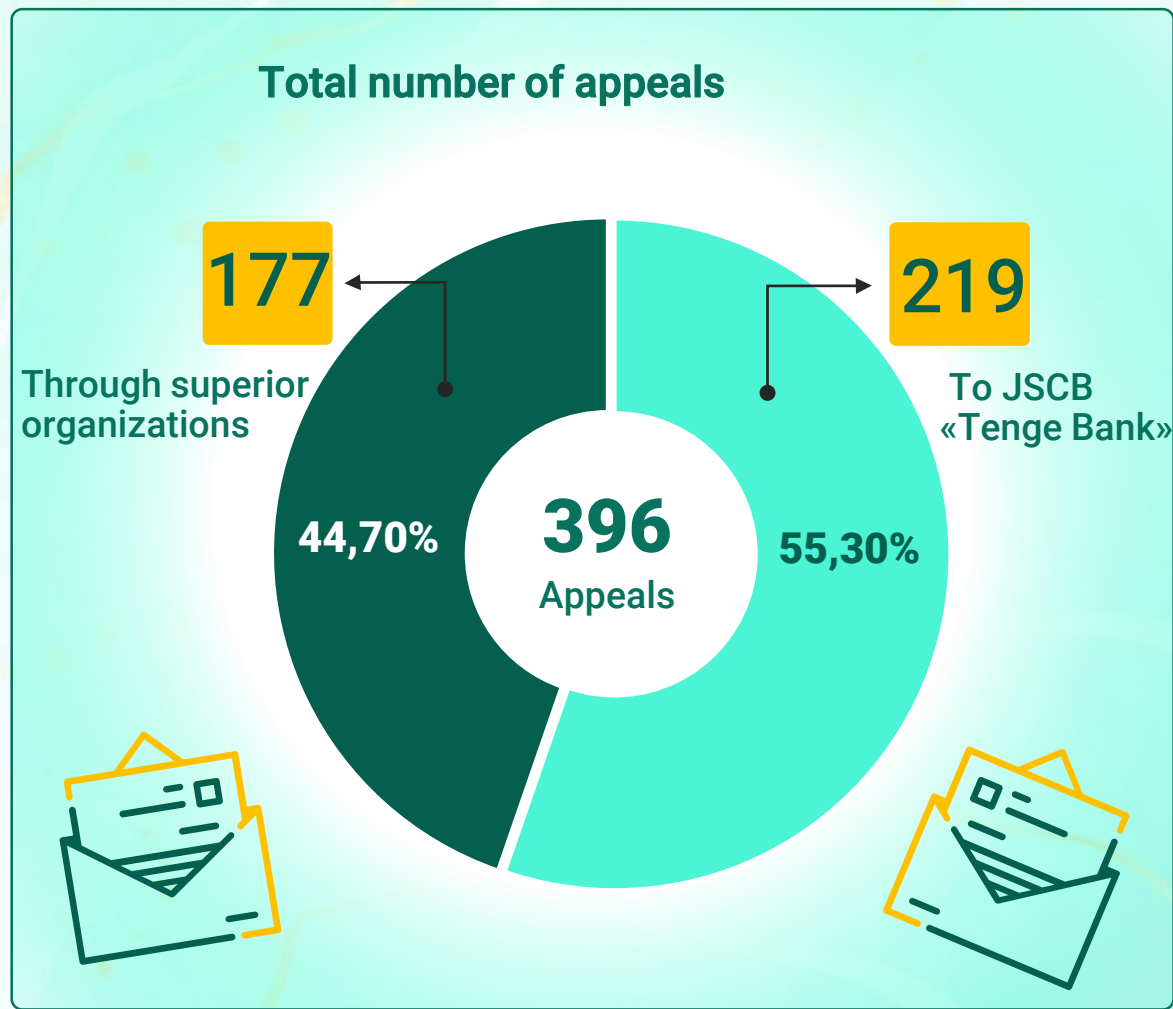




SERVICE QUALITY MANAGEMENT

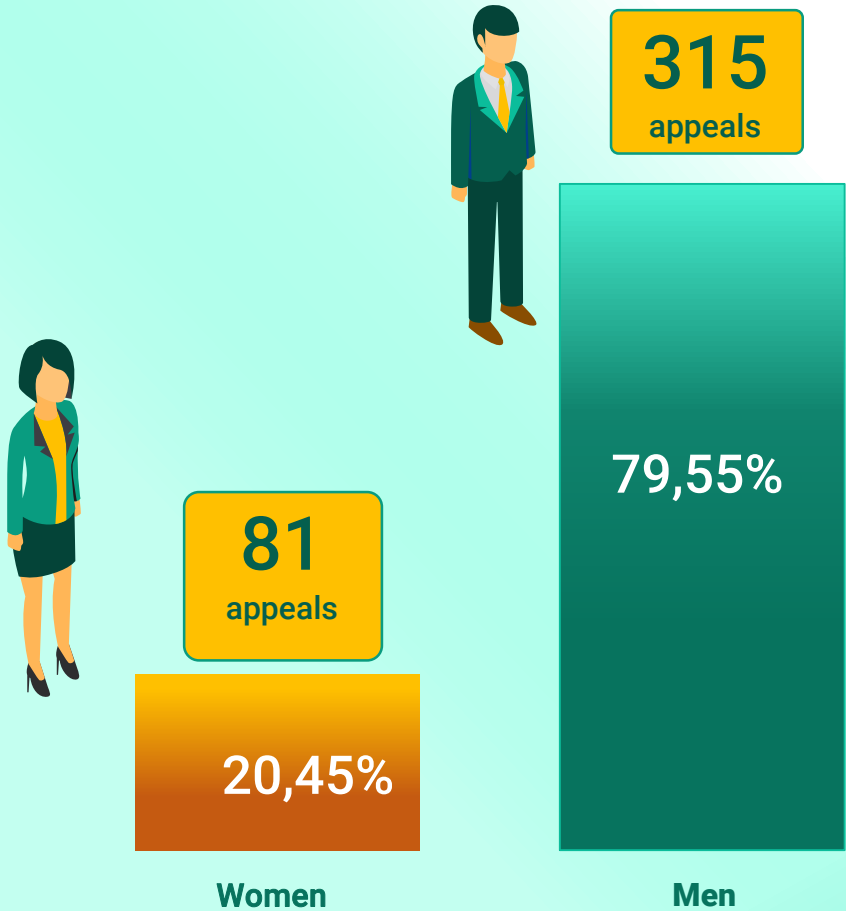
Report on appeals for the first quarter of 2026

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



Total number of appeals **396**

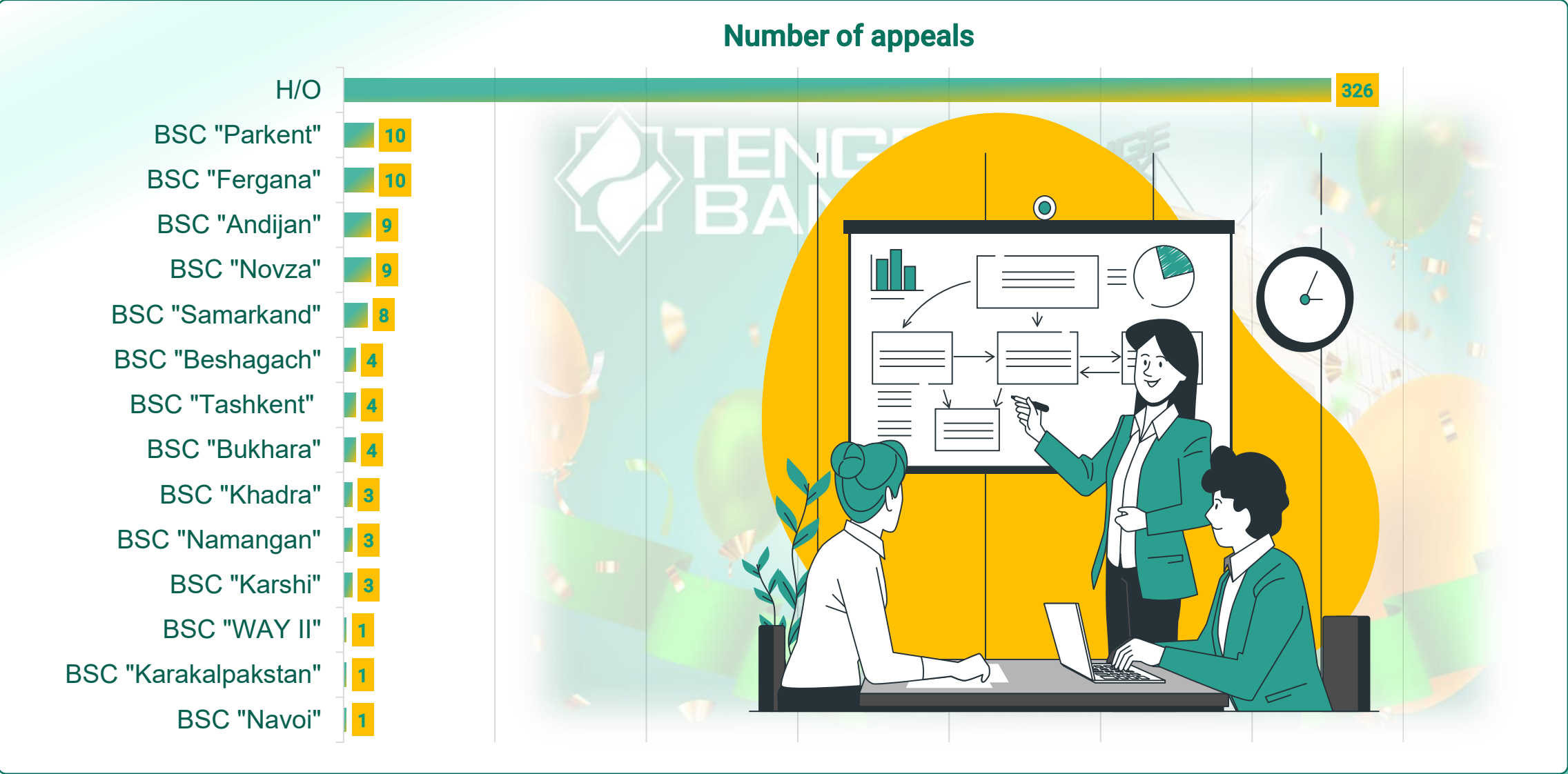
In the context of gender



Subject of appeals

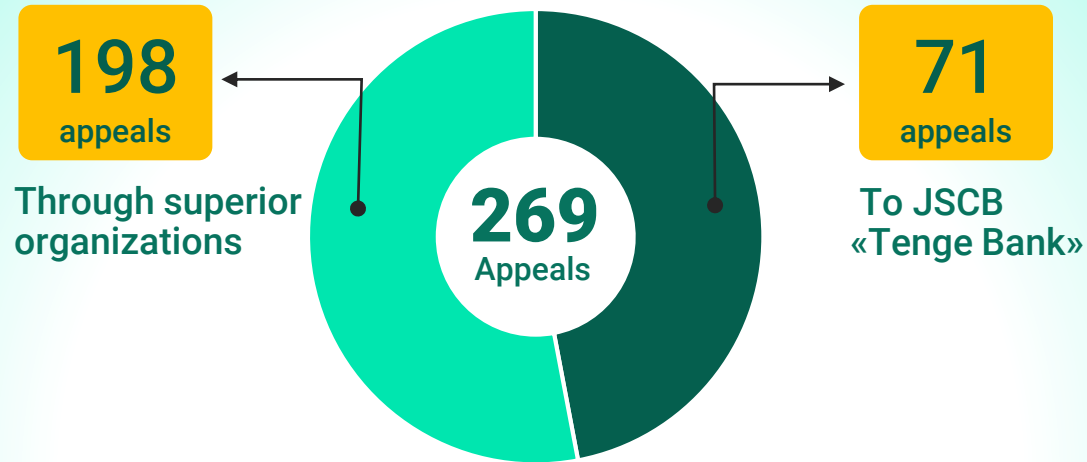


Statistics of appeals from individuals and legal entities broken down by Bank branches (BSC) for the first quarter of 2026



Comparison of the Appeals Ranking for the fourth quarter of 2025 and the first quarter of 2026

The fourth quarter of 2025



The first quarter of 2026

