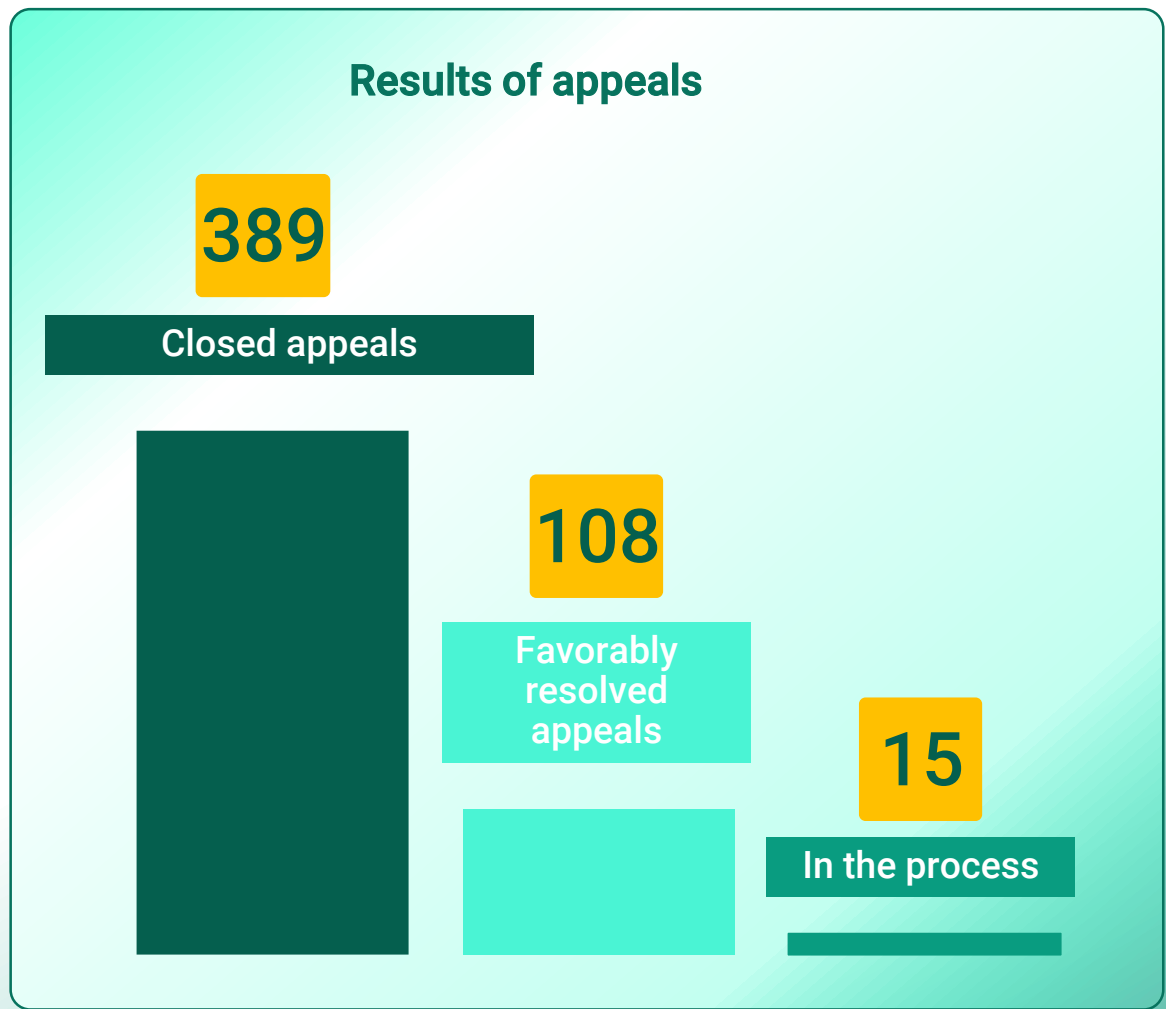
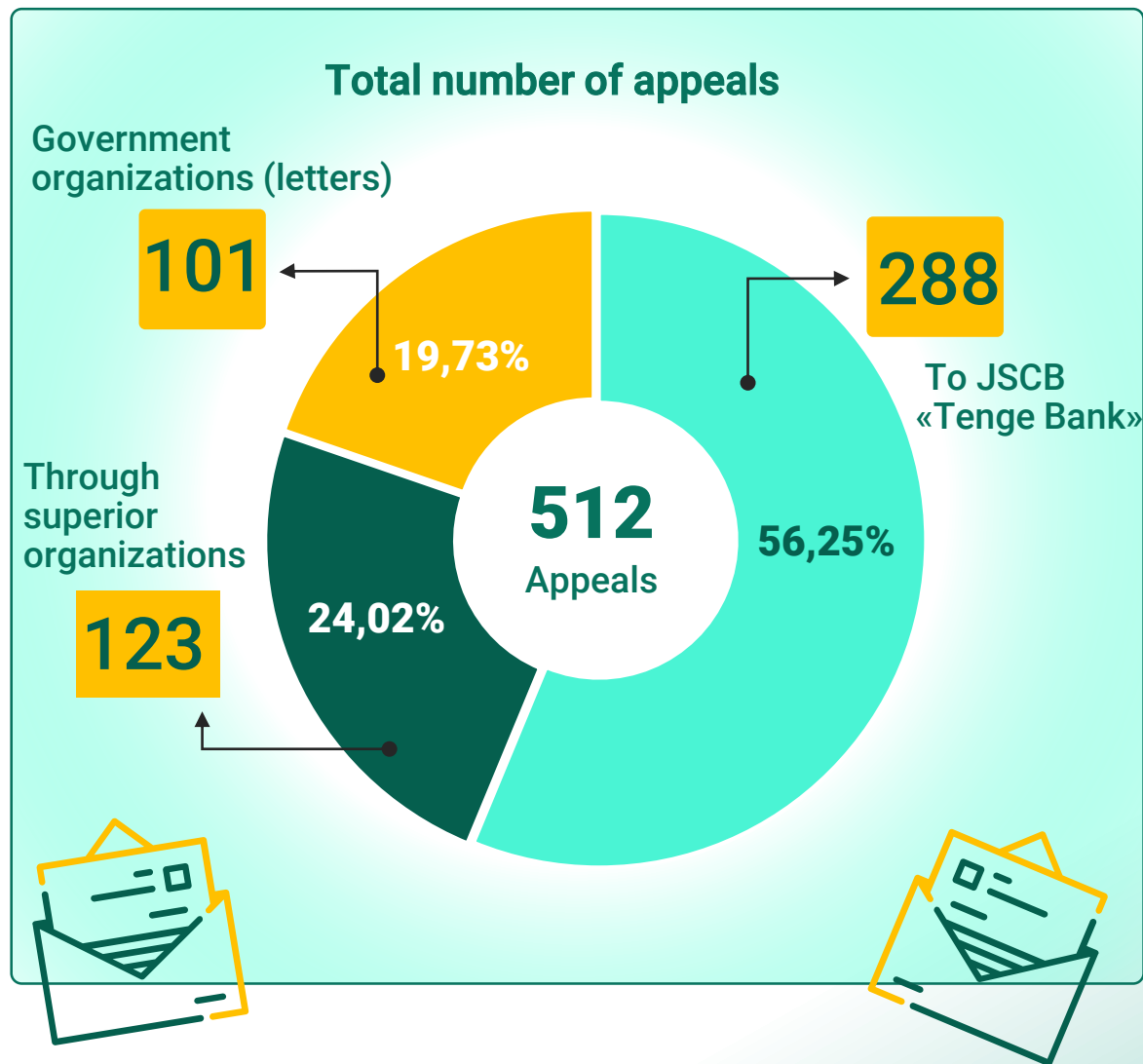




SERVICE QUALITY MANAGEMENT

Report on appeals for the third quarter of 2026

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



Total number of appeals

512

In the context of gender

352
appeals

68,75%

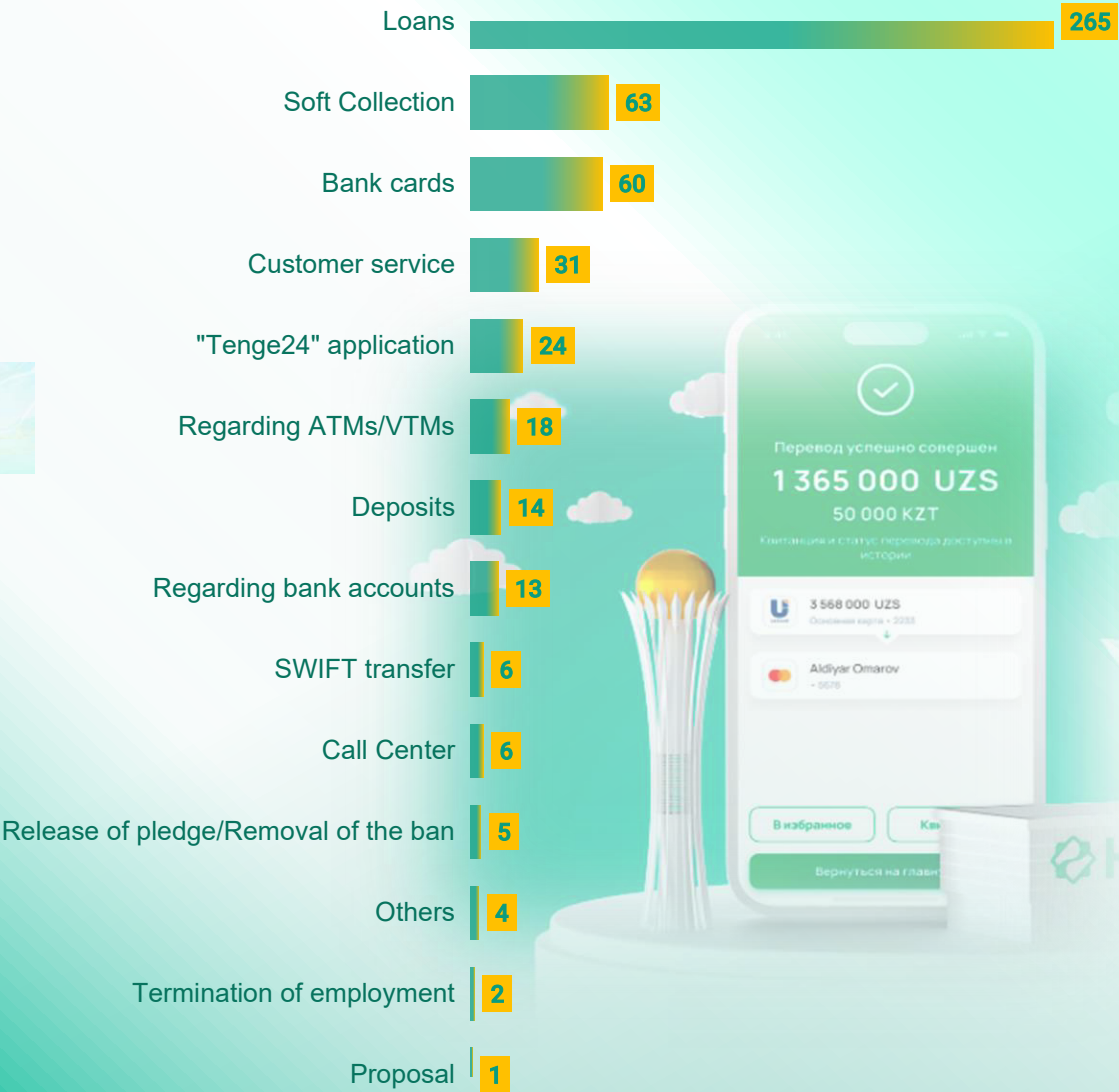
160
appeals

31,25%

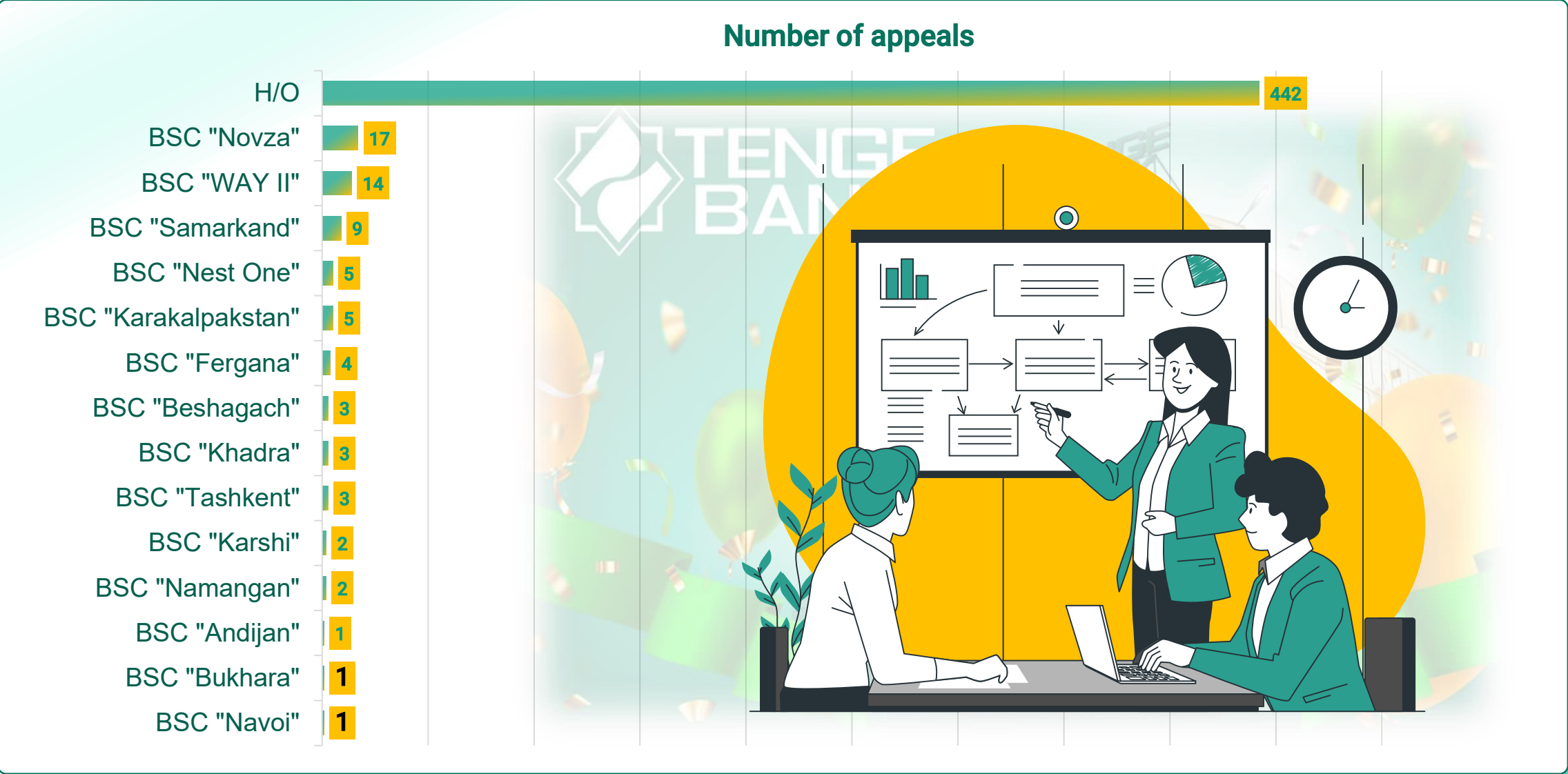
Women

Men

Subject of appeals



Statistics of appeals broken down by Bank branches (BSC) for the third quarter of 2026



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

Government
organizations (letters)

The second quarter of 2026

70

103

appeals

Through superior
organizations

381
Appeals

208

appeals

To JSCB
«Tenge Bank»

Government
organizations (letters)

The third quarter of 2026

101

123

appeals

Through superior
organizations

512
Appeals

288

appeals

To JSCB
«Tenge Bank»



In the third quarter of 2026, “Tenge Bank” JSCB received **512** applications from individuals and legal entities.

Channels for receiving requests

