

H.O.B.I.S.
ANNUAL REPORT 2017

Contents

	page
Forward by the Hellenic Ombudsman for Banking-Investment Services	3
The year in summary	7
Chapter 1: Legal & Institutional framework, organization and operation	8
1.1. Legal framework	8
1.2. Organization	8
1.3. Jurisdiction	9
1.4. Procedure	9
1.5 International presence	11
Chapter 2: Activity during 2017	12
2.1 Overall activity	12
2.2 Verbal complaints submitted	14
2.3 Written complaints submitted	16
Chapter 3: Activity per consumer category in 2017	17
3.1 Complaints by individuals	17
3.2 Complaints by professionals and small businesses	20
3.3 Complaints by investors	23
Chapter 4: Geographical complaint distribution in 2017	26
Chapter 5: Cross-border complaints in 2017	27

About the Annual Report

The Annual Report provides data from January, 1st 2017 to December 31st, 2017 and is available on our website <http://www.hobis.gr/en>

About HOBIS

HOBIS is a non-for-profit legal entity under private law and provides services free of charge.

1, Massalias str, GR 106 80,

Athens P.O. Box 9166, GR 10032

tel: 10440 (from Greece)

tel: (+30) 210-33.76.700 (Greece and abroad)

fax: (+30) 210-32.38.821

web: www.hobis.gr

e-mail: info@hobis.gr

INTRODUCTION BY THE HELLENIC OMBUDSMAN FOR BANKING- INVESTMENT SERVICES

The Hellenic Ombudsman for Banking - Investment Services (H.O.B.I.S.), the oldest scheme of Alternative Dispute Resolution in our country and the only expert in the field of Banking and Investment Services, successfully completes its nineteenth year of operation, having handled thousands of written complains and received tens of thousands of phone calls and visits, gaining considerable knowledge and experience in dealing with complaints in the financial field.

It is evident that, in a difficult economic environment, such as that which has prevailed in recent years in our country, the role of H.O.B.I.S. is becoming more and more important in attempting to resolve emerging disputes between financial service providers and consumers or small businesses.

At the same time, the increasing frequency of cross-border provision of services inside and outside the European Union (EU) requires specialized, inexpensive and effective dispute resolution procedures to ensure easy and unhindered access to wider financial service markets for the acquisition of services, which ultimately contributes to the development and integration of the Internal Market.

The rapid and non cost resolution of day-to-day financial transactions is in the interest of both consumers and small businesses as well as service providers, and contribute to the smooth functioning of these markets while maintaining good relations between both parties, while strengthen mutual trust.

The constant technological development and the effort to improve the anthropocentric nature of services in the big data era can only increasingly integrate alternative dispute resolution (ADR) as a means of mitigating market power asymmetries and improving in general an anthropocentric mindset in trade.

H.O.B.I.S, with its extensive involvement and expertise in the financial sector, contributes to reducing the asymmetry of knowledge and experience among the relevant market players and the financial literacy and education of the public.

The important role of H.O.B.I.S. is also confirmed, over time, by the high success rate of the cases that are being processed.

More specifically H.O.B.I.S.:

As a specialized financial structure integrated into the broader field of Alternative Dispute Resolution (ADR), its main objective is to resolve disputes between consumers and small businesses on the one hand, and Banking and Investment Service providers on the other, free of charge, respecting confidentiality and

exempting parties from time-consuming and expensive court trials and unnecessary conflicts, while at the same time to maintain a positive trade environment and substantially boosting confidence in the relevant market.

As an independent institution, it operates as a non-profit LEPL, with members the associations of financial service providers, namely the Hellenic Bank Association (HBA, 98%), the Association of Members of the Athens Exchange (AMAE, 1%) and the Hellenic Fund & Asset Management Association (HFAMA, 1%).

By implementing the new legal and regulatory framework since October 2015, H.O.B.I.S. has entered the most important phase of its history. In compliance with the Joint Ministerial Decision 70330c / 2015 (which incorporated the Directive 2013/11 into the national law of Greece), H.O.B.I.S. has been officially recognized by the EU Alternative Dispute Resolution schemes that operate under a clearly defined legal framework. In this context, H.O.B.I.S. is registered in the General Secretariat of Consumer of ADR entities register. It is important to mention the fact that, in application of Regulation 524/2013, has already been linked to the European Dispute Resolution Platform (ODR), which enables European consumers and suppliers to resolve their disputes through an online procedure. In this context, H.O.B.I.S. examines through this platform, the disputes that arise from online banking and investment services.

In the European Union, H.O.B.I.S. aims to actively contribute to the strengthening of consumer confidence and consequently to the acceleration of the procedures for the completion of the Single European Market in the financial sector, while contributing to the systemic stability of the financial system in the EU.

The increased effort, at a European level, to constantly strengthen consumer's position, improve the relationship of trust between consumers and service providers and the development of other forms of ADR (eg mediation), create extremely favorable conditions for further upgrading the role of H.O.B.I.S.. The rapid development of technology, which dramatically changes the function of the financial sector, as well as the nature, the way (eg distance selling) and the complexity of the financial services and products provided, contribute largely in this context, making it necessary to have specialized ADR mechanisms to respond swiftly and effectively to any emerging disputes at minimal cost.

As a scheme, H.O.B.I.S. (FINANCIAL OMBUDSMAN) operates on the basis of the principles of Independence, Neutrality, Confidentiality, Expertise, Impartiality, Fair Treatment, Ease of Access, Efficiency and Transparency.

It is the only ADR scheme that represents Greece in the FIN-NET European Union ADR network (ADR), which has been operating since 2001 handling emerging

disputes from cross-border transactions in the financial sector and which aims to integrate the single market, consumer protection and trade facilitation, the exchange of information between national institutions and the maintenance of a minimum degree of guarantees as regarding the functioning of national institutions, (H.O.B.I.S. participates in the FIN NET Coordinating Committee). H.O.B.I.S. also participates in the International Network of Financial Services Ombudsman (INFO Network), which is an official international network of cooperation and exchange of knowledge, experience and best practices, in order to resolve internal and cross-border conflicts, using technology and codes of conduct in this field of Alternative Dispute Resolution.

H.O.B.I.S. examines disputes between individuals, professionals and businesses (with an annual turnover of € 1 million) that arise in their transaction with banking and investment service providers, free of charge.

The consumer may contact and request the assistance of H.O.B.I.S without requiring the agreement of the provider, which differentiates it from other ADR methods. In addition, the representation of a lawyer is not required, which relieves the consumer from that particular cost.

The H.O.B.I.S staff possesses specialized knowledge and long experience in the financial field and constantly takes on the appropriate information and education in order to handle even the most complex cases without the assistance of experts.

H.O.B.I.S. also contributes to the information and education of consumers and tries to protect their interests, whenever this is legitimate.

The H.O.B.I.S. procedure is confidential, which protects the interest of both parties, especially in the highly sensitive field of financial services.

The voluntary compliance of the parties involved in the resolution process and the freewill self-commitment of the financial service providers, under the Community and National Legislative Framework and applicable Codes of Conduct, aims at the contribution to the continuous improvement of the relationship between the recipient of financial services and the provider in a constantly changing dynamic environment, in which the essential element for development is trust and reliability. In the maintenance and improvement of this relationship of trust H.O.B.I.S plays an important role because it possesses the experience, expertise, attitude and long presence in this sensitive field.

In 2017 H.O.B.I.S. received a total of 5.246 phone calls and visits. Out of these, 87.6% concerned individual consumers, 8.4% professionals and/or small businesses, and 4.0% concerned investment transactions. It received 1.015 written complaints. The

average time for written complaint examination is 54 days. Out of the above number of written complaints 83.7% concerned banking transactions, 13.0% professionals and/or small businesses and 3.3% concerned investment transactions.

As defined by the legal framework, it should be noted that, before contacting HOBIS the consumer must:

- Submit a complaint to the provider's customer service.
- If the consumer does not receive a written response from the provider within 10 working days, or if the provider's response is unsatisfactory, then the consumer can contact HOBIS in writing, after filling in and signing the COMPLAINT FORM (www.hobis.gr).

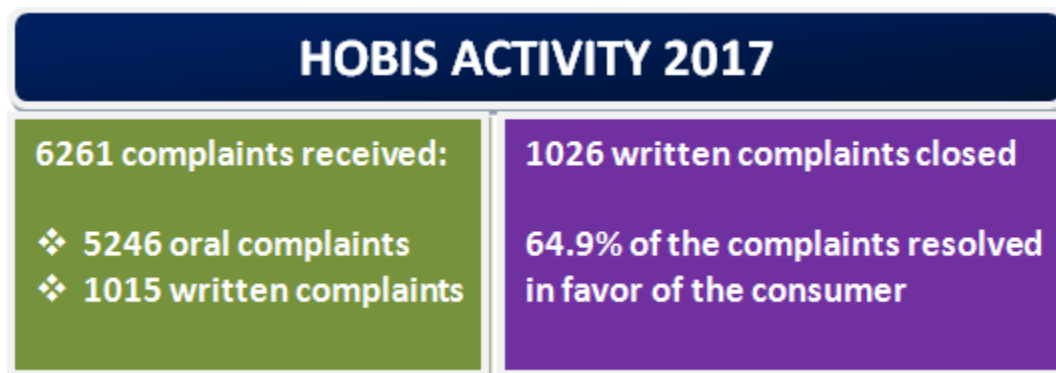
For competent complaints, HOBIS conducts, within a reasonable time frame, a confidential, fair and non-discriminatory review, taking into account applicable legislation, principles of good business practice, relevant codes of conduct and agreements between the parties as they result from conventional texts. After considering both parties' arguments, HOBIS attempts to settle the dispute amicably and responsibly, proposing non-binding proposals and facilitating them to find commonly accepted solutions.

With the independent, impartial and specialized services offered to the consumer, HOBIS has the ability to find a free of charge reasonable, fair and friendly solution to the disputes with Banks or Investment companies.

The scheme of HOBIS continuously follows the progression on the field of Alternative Dispute Resolution (ADR), nationally and internationally, and seeks ways and procedures of satisfying the widest possible range of market needs in this field for the benefit of all parties involved.

The year in summary

The total of complaints received by H.O.B.I.S. on 2017 were 6.261, 1.015 of which were written and 5.246 were telephone calls and visits. In the year 2017, H.O.B.I.S. solved 1.026 written complaints (902 written complaints were submitted in 2017 and resolved within the same year, while 124 written complaints were submitted in 2016 and resolved in 2017), with a positive outcome for the applicant reaching 64,9%.



Chapter 1: Legal & Institutional framework, organization and operation

1.1. Legal framework

The organization and operation of HOBIS MTEY is governed by:

A) the M.D. 70330/2015 (Government Gazette B1421/9.7.2015), which is an adaptation of Greek legislation to Alternative Consumer Dispute Resolution (ADR) Directive 2013/11 / EU. Based on this, the HOBIS was included in the Register of Alternative Dispute Resolution Agents (ADR) maintained by the General Directorate of Consumer Protection and Market Supervision of the General Secretariat of Trade and Consumer Protection (initially entered into a corresponding Registry based on C.M.D The Government Gazette B '627 / 7.3.2012 and the Government Gazette Z1-569 / 21.12.2012, Official Gazette B 77 / 18.1.2013), and participates in the European network of recognized and certified bodies ADR,

B) the Regulation 524/2013 of the European Parliament and of the Council of 21st May 2013 on Electronic Dispute Resolution (DDR),

C) the FIN-NET Financial Dispute Settlement Memorandum of Understanding of 12th May 2016

1.2. Organization

The organizational structure, the training, the experience and the specialization of the staff, as well as the excellent IT support make HOBIS very effective.

1.3. Jurisdiction

H.O.B.I.S. examines impartially and free of charge disputes regarding the provision of banking and investment products and services, by banks and investment companies operating in Greece, to consumers and businesses (with an annual turnover of up to 1 million Euro) and mediates to resolve them extrajudicially.

H.O.B.I.S. also examines disputes regarding electronic contracts for the provision of banking and investment products and services through the EU's ODR platform. H.O.B.I.S. examines cross-border disputes as a member of the Financial Dispute Resolution Network (FIN-NET).

H.O.B.I.S. is a competent scheme for out-of-court dispute resolution (ADR) based on Law 4514/2018 (No. 75) (Government Gazette A14 / 30.1.2018) (purchase of financial instruments), Law 4537/2018 (No. 100) (Government Gazette A84 / 15.5.2018) (payment services), Law 4021 / 2011 (26) (Government Gazette A 218 / 03.10.2011) (supervision of credit institutions), Law 4099/2012 (d.95) (Official Gazette A 250 / 20.12.2012)

HOBIS cannot deal with or ceases to examine disputes:

- if the customer did not attempt to contact the bank or investment company, concerned in order to discuss their complaint and seek, as a first step, to resolve the matter directly with the service provider
- if the dispute or the broader issue that is part of, is being or has previously been considered by a court or by another ADR entity
- if the customer has not submitted the complaint to HOBIS within one (1) year from the date upon which he/she submitted the complaint to the bank or investment company
- if the dispute is frivolous or malicious
- if dealing with such a type of dispute would seriously impair the effective operation of HOBIS

1.4. Procedure

1. The customer should initially contact the branch or Customer Service of the bank/investment company in writing, which should respond in writing within ten (10) working days or, if it considers that it will take longer, to extend this period for another ten (10) business days.

2. In case the customer is not satisfied with the bank's/investment company's response or the above deadline expires, he/she can submit his/her complaint to

HOBIS by completing the Complaint Form (www.hobis.gr/en). HOBIS confirms in writing the receipt of the complaint and if necessary asks for additional information.

3. If HOBIS is not competent to examine it, you will be informed in writing, no later than three (3) weeks upon receipt of the full case file.

4. HOBIS forwards the complaint file to the bank or investment company with questions, comments and suggestions in order to facilitate a consensual settlement. Each party is informed by HOBIS for the arguments put forward by the other party and may submit comments. Both parties should respond within ten (10) working days.

5. If the complaint is not established, HOBIS will inform the parties accordingly.

6. If the dispute cannot be resolved in a consensual manner, HOBIS will provide a reasonable, non-binding recommendation to resolve the dispute, which will be communicated to both parties. The parties declare in writing to HOBIS in ten (10) working days if they accept the recommendation in full and final settlement of the dispute.

7. Once an agreement has been reached, HOBIS will draft a record of compromise, stating its reasoning, a copy of which will be sent to both parties.

8. If one of the parties does not accept the recommendation of HOBIS or withdraws from the procedure, then HOBIS will draft a record of failure, a copy of which will be sent to both parties.

9. As a rule, the procedure for examining the dispute by HOBIS is completed within 90 days of receipt of the complete complaint file. For consumer disputes only:

a. Bringing a complaint to HOBIS interrupts the prescription and limitation periods, which begin again (subject to the provisions of art. 261 CC) on the completion of the mediation procedure (i.e. HOBIS written refusal to examine the dispute, drafting a record of failure or compromise) (art. 11 of M.D. 70330/2015) and b. A copy of the record of compromise drawn up by HOBIS may be submitted, by any of the parties, to the Secretariat of the First Instance Court of Athens. Since its submission, in case it contains an agreement about an enforceable claim, the record of compromise becomes enforceable by execution, in accordance with article 904 par. 2 case g CCP (article 9 par. f of M.D. 70330/2015).

1.5 International presence

1.5.1 European and international activity

H.O.B.I.S. is a member of the Financial Dispute Resolution Network (FIN-NET). FIN-NET was set up by the European Commission in 2001 in order to handle financial disputes with a cross-border nature and has also been elected and actively involved as a FIN NET Coordinator.

In this context, HOBIS participated in two plenary sessions and two meetings of the FIN NET Steering Committee during which the development in the European Financial Area and particularly with regard to issues of consumer empowerment and the role of the institution of the Ombudsman were discussed and analyzed.

HOBIS also actively participated in a conference on "BANKING AND FINANCIAL DISPUTE RESOLUTION, THE ITALIAN EXPERIENCE IN THE EUROPEAN CONTEXT" which was co-organized by the Central Bank of Italy, the Roma Tre Law School and the Universite du Luxembourg in September 2017.

HOBIS is also a member of the International Network of Financial Services Ombudsman Schemes, the International Network of Ombudsmen dealing with ADR in the Financial Sector. The members of the Network are independent Ombudsmen who provide services to consumers of banking and investment services, private insurance services, financial advisory services and retirement services.

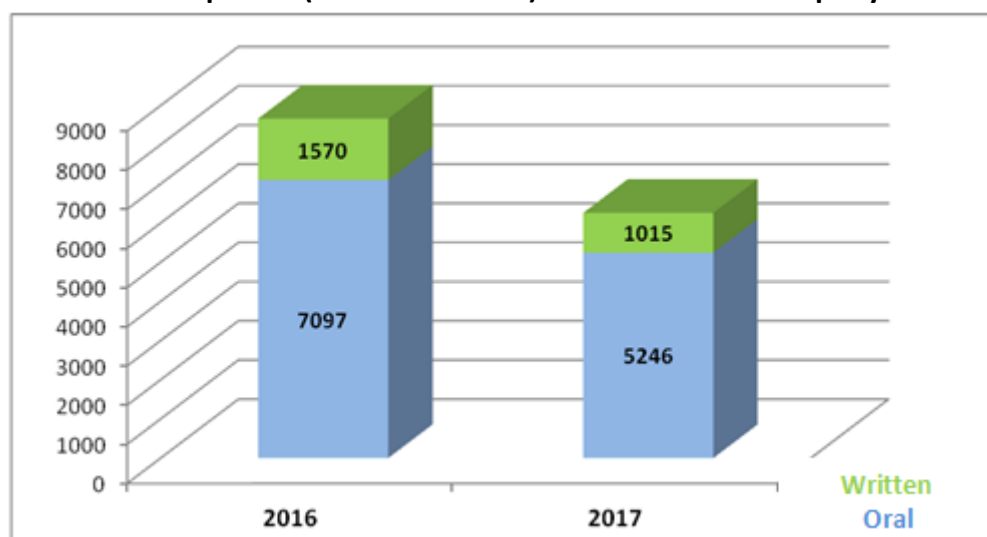
1.5.2 HOBIS public presence

- HOBIS presentation at a special event organized by Alpha Bank in February 2017.
- HOBIS presentation in the training seminars of the Registrars of the Special Secretariat for Private Debt Management (L.4469 / 17 on the Extra-judicial Regulation of Debt Management) in July 2107.
- HOBIS presentation in Eurobank's special seminars on Compliance Officers in September 2017.

2.1 Overall activity

In 2017 HOBIS received a total of 6.261 complaints (oral and written) a 27.8% decrease compared to 2016. Particularly, HOBIS received 5.246 oral complaints (telephone calls and visits) a 26,1% decrease compared to 2016 and 1.015 written complaints, a 35,4% decrease compared to 2016.

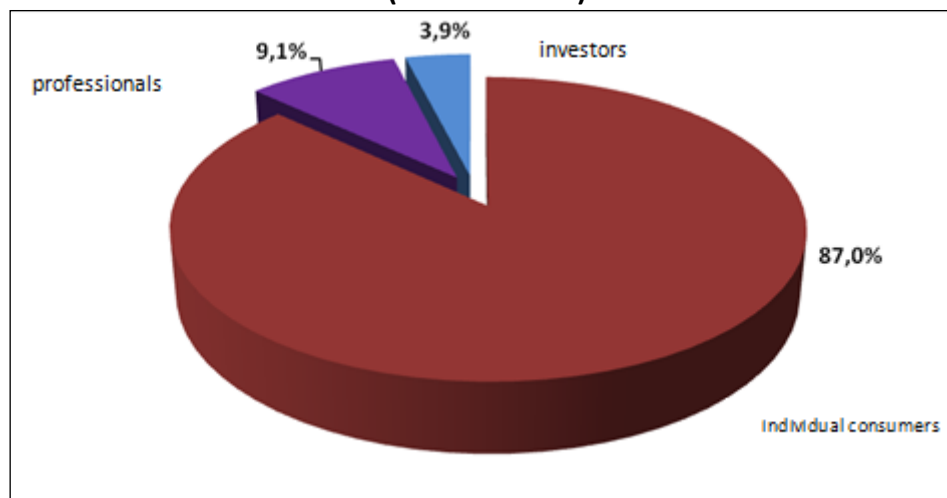
Chart 1
Total complaints (oral and written) submitted to HOBIS per year



The consumers were given the necessary clarifications during the examination of oral complaints, both telephone calls and visits at the HOBIS office. For the most part, the complainants considered the clarifications to be sufficient and did not file a written complaint. Many disputes have also been resolved by telephone in cooperation with the Bank's Customer Services.

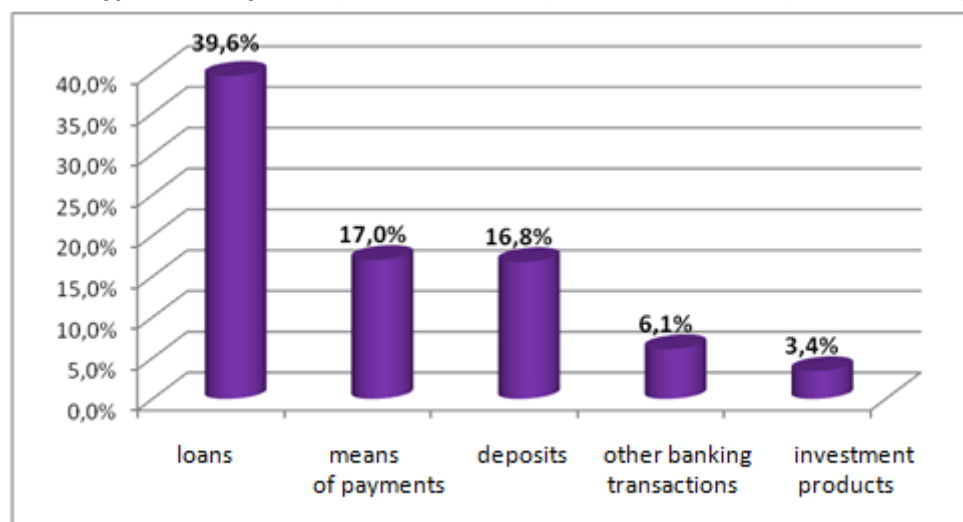
Of the 6.261 complaints (oral and written) received by HOBIS in 2017, 87.0% concerned individual consumers, 9.1% concerned professionals and/or small businesses and 3.9% concerned investors.

Chart 2
Total complaints (written and oral) submitted in 2017 per consumer category
(% of the total)



Concerning the type of complaints (oral and written) submitted in 2017, the majority concerned loans (39,6% of the total), followed by means of payment (17% of the total), deposits (16,8%), other banking transactions (6.1% of the total) and investment products (3,4% of the total).

Chart 3
Main types of complaints (oral and written) submitted in 2017 (% of the total)



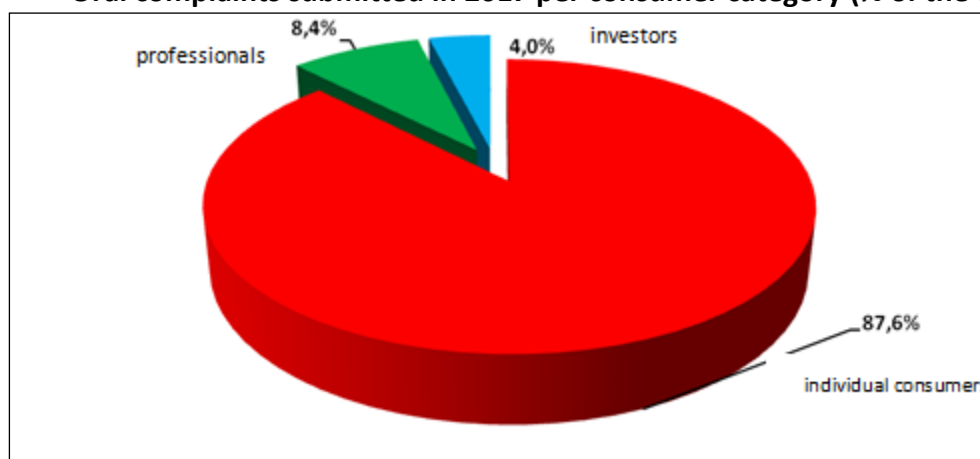
As far as the causes that generated the total of 6.261 complaints (oral and written) submitted to HOBIS are concerned, the main ones related to customer service quality, which where a total of 1.424 complaints (22,7% of the total), debt settlement a total of 1.044 complaints (16,7% of the total). A significant percentage also related to charges / commissions (477 complaints or 7,6% of the total) and disputed transactions (439 complaints or 7% of the total). It should also be noted

that 1.053 complaints (oral and written) that were submitted eventually turned out to be out of HOBIS's competence.

2.2 Oral complaints submitted

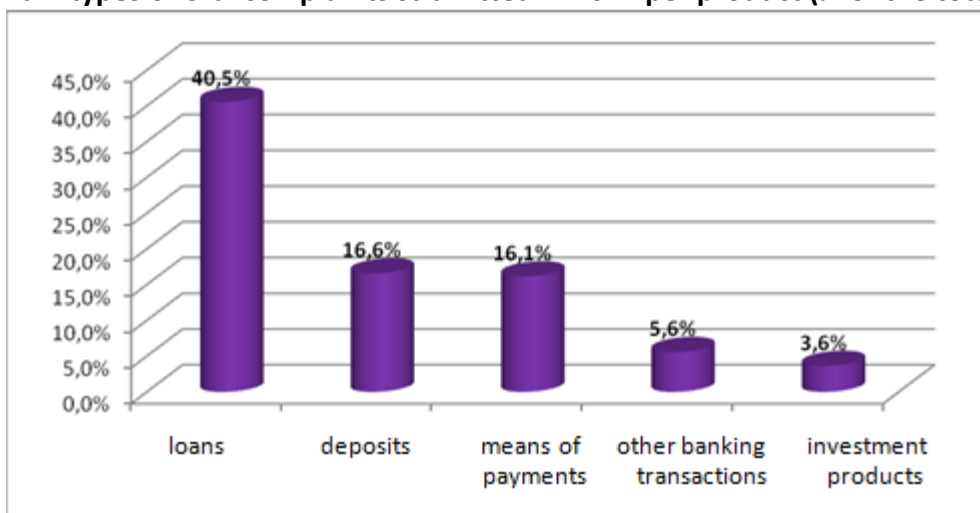
During 2017 a total of 5.246 oral complaints (telephone calls and visits) were submitted to HOBIS compared to 7.097 that were submitted in 2016 (a 26,1% decrease). Of the 5.246 oral complaints received by HOBIS in 2017, 87.6% concerned individual consumers, 8.4% professionals and/or small businesses and 4% investors.

Chart 4
Oral complaints submitted in 2017 per consumer category (% of the total)



As for the main types of cases, the vast majority of oral complaints submitted in 2017 concerned loans (40,5% of the total), followed by deposits (16,6%), means of payment (16,1%), other banking transactions (5,6% of the total) and investment products (3,6% of the total).

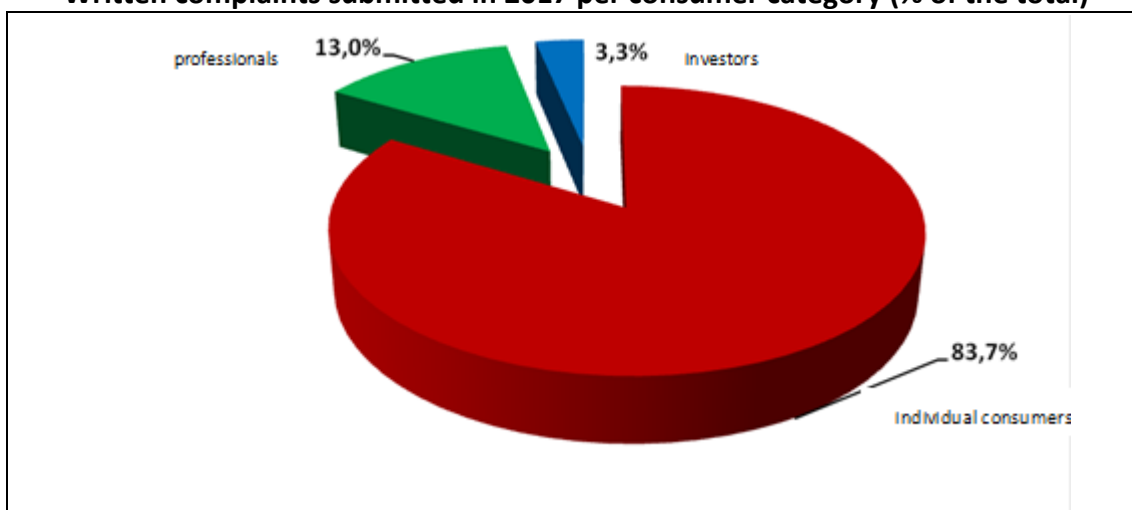
Chart 5
Main types of oral complaints submitted in 2017 per product (% of the total)



2.3 Written complaints submitted

A total of 1.015 written complaints were submitted during 2017 versus 1.570 that were submitted in 2016 (indicating a 35.4% decrease). Of the 1.015 written complaints received by HOBIS in 2017, 83.7% concerned complaints by individuals, 13.0% concerned professionals and/or small businesses and 3.3% concerned investors.

Chart 6
Written complaints submitted in 2017 per consumer category (% of the total)



The main types of cases of written complaints submitted in 2017 concerned loans (34,6% of the total), followed by means of payment (21,6% of the total), deposits (17,7% of the total), other banking transactions (8,8% of the total) and investment products (2,3% of the total).

3.1 Individual complaints

In 2017 HOBIS received a total of 5.443 complaints (oral and written) a 25,6% decrease compared to 2016. More specifically, HOBIS received 4.593 oral complaints (telephone calls and visits), a 23,1% decrease compared to 2016 and 850 written complaints, a 36,7% decrease compared to 2016.

Total of individual complaints

The main types of the 5.443 complaints (written and oral) submitted by individuals in 2017 concerned loans (40,3% of the total), followed by deposits (17,6%), means of payment (17,2% of the total) and other banking transactions (6,6% of the total).

As to the reasons for the total complaints submitted by individuals to HOBIS in 2017, the main ones related to the quality of customer service (1.171 complaints or 21,5% of the total) and debt settlement (874 complaints or 16,1% of the total). There were complaints related to charges/commissions (406 complaints or 7,5% of the total), questionable transactions (358 complaints or 6,6% of the total), and information during the contract (303 complaints or 5,6% of the total). It is also noted that in 2017, a number of 973 complaints (oral and written) that were submitted by individuals were out of HOBIS's competence.

Individuals written complaints

The vast majority of written complaints submitted by individuals in 2017, concerned loans (33,8% of the total), followed by means of payment (22,8% of the total), deposits (19, 5%), and other banking transactions (9,6% of the total).

The main cause for the 850 written complaints submitted by individuals in 2017 related to customer service quality issues (229 written complaints or 26,9% of the total), debt settlement (101 written complaints or 11,9% of the total), charges / commissions (67 written complaints or 7,9% of the total) and disputed account balance debt (62 written complaints or 7,3% of the total). It is also noted that out of the total of 850 written complaints submitted by individuals in 2017, 139 (16,4% of the total) were out of HOBIS's competence.

Below are some typical cases of complaints made by individuals.

Case 1

The heirs and guarantors of a mortgage loan initially bought by their mother (who died) complain about the amount of interest they must pay that has been accrued between their notification of the Bank about the death of their mother and the payment by the insurance company to the Bank, which was delayed due to the bank holiday of July 2015. The case was forwarded to the Bank's Customer Service, which decided to remove the interest in full satisfaction of the complainants.

Case 2

The complainant got a consumer loan in 2008, which would be paid from his payroll. In July 2016, he was informed that the last installment of his loan had been paid and the bank instructed the service he worked for not to withhold other amounts from his salary. At the end of 2016 he received a letter from the bank stating that there was a debt of 460,91€ relating to two unpaid installments of the loan, interest arising from a delayed set-off of installments and an incorrect calculation of the installments from his service. The complainant asked for his release from the above debt and the bank, after our intervention, accepted his request.

3.2 Professionals and/or small business complaints

During 2017 HOBIS received a total of 572 (oral and written) complaints from professionals and/or small businesses (a 33,9% decrease compared to 2016). Particularly, HOBIS received 440 oral complaints (telephone calls and visits), decreased by 37,2% compared to 2016 and 132 written complaints, decreased by 20% compared to 2016.

The main types of complaints (written and oral) submitted by professionals and/or businesses in 2017, concerned loans (50,2% of the total), followed by means of payment (22,4% of the total), deposits (15,9%), and other banking transactions (3,7% of the total).

The main causes that generated the overall complaints submitted by professionals and/or small businesses in 2017 related to debt settlement issues (170 complaints or 29,7% of the total), reflecting the increased intensity of the general problem of loan debt management small and medium-sized companies and professionals face. Subsequently, other important causes related to the quality of customer service (159 complaints or 27,8% of the total) and charges / commissions (56 complaints or 9,8% of the total). It is also noted that out of the 572 complaints submitted in 2017 by professionals and/or businesses, 47 (8,2% of the total) were out of HOBIS's competence.

Below is a typical case of a complaint made by a professional.

Case 1

Even though, a Cyprus based company, had submitted all the legalization documents to the bank, there was a delay in the process (by the bank) and their account remained frozen. After our intervention the process was accelerated and the account was released in full satisfaction of the company.

3.3 Investment complaints

In 2017 HOBIS received a total of 246 investment complaints (oral and written), indicating a 49,9% decline compared to 2016, reflecting the highly subdued interest in this category. In particular, HOBIS received 213 oral complaints (telephone calls and visits), a 50,4% compared to 2016 and 33 written complaints, a 46,8% decline compared to 2016.

The main types of the 246 complaints (per product) submitted by investors in 2017 concerned mutual funds 68 (27,6%), shares 37 (15%), bonds 41 (16,7%) , while the rest (67 complaints) concerned other investment products (27,1%).

The causes that generated the overall complaints submitted by investors to HOBIS in 2017 concerned customer service quality issues (94 complaints or 38,2% of the total) and disputed transactions (63 complaints or 25,6% of the total). It is also noted that out of the total of 246 complaints submitted by investors in 2017, 33 (13,4% of the total) were out of HOBIS's competence.

Below is a typical case of complaints made by investors.

Case 1

The investor questioned some transactions in the equity portfolio he held with the bank. He complained that he did not order the stock transactions of a particular bank share he owned. In its reply, the Bank referred in detail to the disputed transactions concerning the Share Capital Increase with the distribution of bonus shares in SCI with the issue of convertible bonds in shares as well as the reverse split that took place. The relevant clarifications were given to the complainant for each of the above procedures and his doubts were clarified.



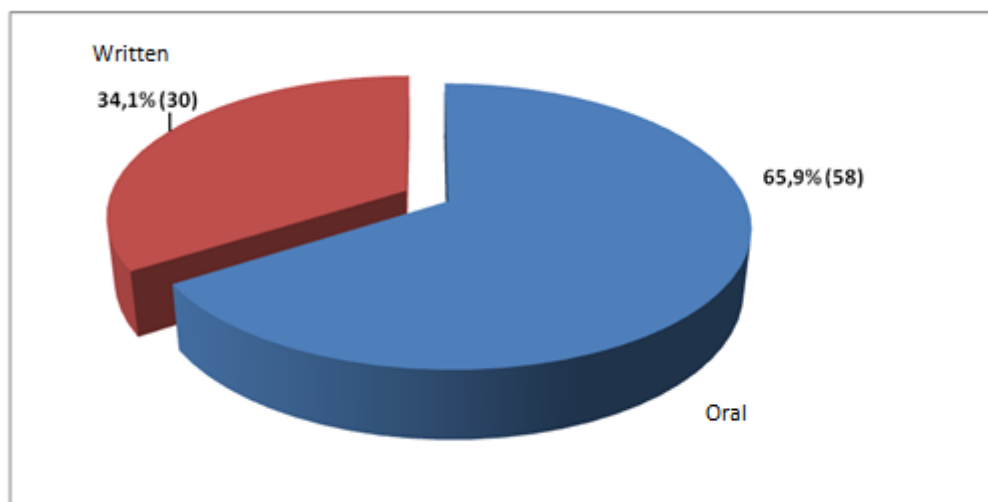
Regarding the geographical distribution of complaints, the majority (59,79%) comes from the Attica region, followed by the region of Central Macedonia (11,56%) and Thessalia (4,57%).

Chapter 5: Cross-border complaints in 2017

Cross-border complaints are the disputes that HOBIS receives as part of its participation in FIN-NET, a network of national organizations responsible for settling consumer complaints in the out of court financial services field. FIN-NET links national out-of-court dispute resolution schemes of the European Union (EU) and the European Economic Area (EEA). HOBIS examines, as a competent scheme within the framework of its jurisdiction, complaints from residents of the EU and the EEA which arise from their transactions with the members of the scheme. At the same time HOBIS receives complaints from Greek residents who are having transactions with EU and EEA financial institutions. In this case, HOBIS provides information and refers the consumers concerned to the competent scheme, meaning the corresponding out-of-court dispute resolution scheme.

In 2017 HOBIS received 88 cross-border cases, of which 58 were oral (65,9%) and 30 were written (34,1%). In 83 cases HOBIS acted as the competent scheme and in 5 cases as the closest scheme.

Chart 7
Cross-border complaints submitted in 2017



Below are some typical cross-border cases.

Case 1

In 1990, a British citizen had opened a savings account in a Greek bank, with a large balance, as he claimed, but lost the savings account book and other documents in a flood. He asked HOBIS to help him get information about that account. After our

intervention the complainant got the information he requested from a branch of this bank.

Case 2

A British pensioner who resides permanently in Greece deposited a check with the amount of his pension from the United Kingdom in GBP in an account in a Greek bank. Due to a long delay from the bank the amount was not available for two months. The complainant, who needed the money, asked our Office to speed up the process of completing the deposit. Following our repeated written and telephone communications with the Bank's Customer Service, the matter was settled in a short period of time.