

Information on the Procedure for Pre-scheduling of In-person Appointments for Citizens, Their Representatives, and Business Entities' Representatives with Members of the Management Board of Bank BelVEB OJSC

In-person appointments for citizens, their representatives, and business entities' representatives with the Bank's Management Board Members (hereinafter referred to as "personal appointments") **shall be pre-scheduled at least once a month in accordance with the reception schedule displayed in publicly accessible areas of the Bank's offices, territorial structural divisions and on the Bank's official website (www.belveb.by), and no later than 3 (three) business days prior to the date of the relevant in-person appointment.**

It is possible to make an in-person appointment:

- **when applying to the Bank's Contact Centre at +375(17)215-61-15 (24/7 landline number); or at 205 (short number for A1, MTS, Life:) mobile operators);**
- by making an application in writing; or
- by making an entry into the Book of Comments and Suggestions.

When applying to the Contact Centre:

- **individuals must provide** their full name, including patronymic (if any), address, contact phone number, and a brief summary of the issue;
- **business entities must provide** their business entity name, legal address, e-mail, their representative's full name, including patronymic (if any), contact number, and a brief summary of the issue.

Applicants will be notified by the Contact Centre's staff of their pre-scheduled in-person appointment*:

- **by phone or email** if their application has been received by phone; or
- **in writing** if they have made a written application, or an entry into the Book of Comments and Suggestions.

In the event that the appointment is declined, 1 (one) day prior to the scheduled in-person appointment, the Contact Centre staff will notify the applicant **by phone, explaining the procedure for resolving the issue.**

When attending an in-person appointment, the following documents must be presented:

- applicants (their representatives) must provide their identification documents (passport, residence permit or refugee certificate);
- the applicant's representatives must provide documents vesting them with power.

If applicants (their representatives) fail to provide their identification documents or documents vesting them with power, **the Bank is entitled to cancel their in-person appointment.**

Reference Note:

1. If a public holiday or a holiday declared as a non-business day by the President of the Republic of Belarus falls on the day of the in-person appointment, such in-person appointment shall be postponed to the following business day.
2. In the event of a temporary absence on the day of the in-person appointment of the person who is to hold it, such personal appointment shall be held by the person officially acting in his/her stead.
3. By decision of the Head of the Bank, technical means (such as audio and video recording, filming, and photography) may be used during the in-person appointment, of which the applicant must be notified prior to the start of such appointment.

* Any in-person appointment notification must inform of the date, time, place of appointment, as well as the receiving official's full name.