

[REDACTED] Cyprus
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Email: [REDACTED]

Subject: Funding under the JEREMIE Initiative

Cc:

1. Chief Executive Officer of Bank of Cyprus
2. Board of Directors of Bank of Cyprus
3. Presidential Palace - President of the Republic of Cyprus
4. Human Resources Director of Bank of Cyprus
5. Ministry of Finance - Minister of Finance
6. European Investment Bank
7. Central Bank of Cyprus
8. Attorney General
9. Employers and Industrialists Federation (OEB)
10. Cyprus Chamber of Commerce and Industry (KEBE)

Dear Sirs,

my name is [REDACTED] and I am the Manager of [REDACTED]

At the end of [REDACTED] in 2013, I submitted a funding application with regard to the above - the bank must have documented the exact date; unfortunately, there is no application confirmation available.

I obtained all supporting documents required for the evaluation procedure with respect to my application.

After, sadly to say, many unanswered phone calls, the Bank personnel and particularly, the customer support agent that was responsible for my case did not reply whether my application had been sent to the respective evaluation department. It is not my intention to victimise any bank clerk, because more than one person should be held responsible. Since they were unable to reply to my question and my calls were not returned in spite of the missed calls, I decided to visit the bank myself several times.

It was not until approximately 6 weeks passed that the bank clerk found out that, despite his reassurances that the documentation had been received and that I met all requirements, **he had not sent the documentation and his excuse was that he had actually sent them, but they replaced the software** on the floor where he worked with the software of the former Laiki Bank (that happened when he called me back once out of a total of 2 or 3 times). **Please bear in mind that I have been a Bank of Cyprus customer since 1995.**

He assured me that he would send the documentation immediately; on Thursday he called me to say that he would send them on Friday and his colleague would receive them on Monday and therefore, with the supporting documents attached, I would be informed of the decision by Wednesday at the latest.

As a result, nearly one more month was lost after the aforementioned three-day procedure.

On [REDACTED] 02/2014, he called me again to notify me that his colleague had reviewed the documentation and there was an outstanding issue in relation to the income tax document: the relevant document I had sent had expired and I applied for another one. The following week I obtained the supporting document in question and two weeks later, I visited the bank, because he would not return my calls and on [REDACTED]/03/2014, he told me that my application was pending and he had yet to receive a response.

After **3 months of such mockery and ordeal**, I was infuriated and informed him that I would file a complaint and he warned me in a disorderly tone of voice not to yell at him. As far as I am concerned, since 1995, I have been performing all of my obligations towards the Bank of Cyprus in a faithful manner to date.

The turnover of my company between 2011 and 2013 was EUR [REDACTED] and I simply needed to expand my business in another sector, too.

I have been researching into this subject matter for the last 4 years and I have missed the opportunity to execute the May contracts due to both the negligence and the conduct of the bank towards me. If I had been granted the loan in January as I was promised, the production would be fully operational today.

The bank sent me the forms on [REDACTED]/12/2013, because I am a valued customer and therefore, I quickly attended to the matter and obtained the documentation required.

I had placed great expectations on this project and I had not attempted to secure other projects in order to focus on this one and consequently, my financial standing is currently not at its best.

I regret to note that our economy cannot progress with such conduct and the funding initiative above is useless unless it is applied to the SMEs.

I am looking forward to your response to my complaint about being the object of ridicule from the bank.

I do not know any longer where I should apply to for funding, since the Bank of Cyprus ridicules its customers and ignores them, while the funds arising from the European Investment Fund (EIF) remain undisposed of.

Sincerely,

[REDACTED]