



Европейска инвестиционна банка
Evropská investiční banka
Den Europæiske Investeringsbank
Europäische Investitionsbank
Euroopa Investeeringuspank
Ευρωπαϊκή Τράπεζα Επενδύσεων
European Investment Bank
Banco Europeo de Inversiones
Banque européenne d'investissement
Banca europea per gli investimenti
Eiropas Investīciju banka

Europos Investīciju bankas
Európai Beruházási Bank
Bank Ewropew ta' l-Investment
Europepe Investeringsbank
Europejski Bank Inwestycyjny
Banca Europeană de Investiții
Európska investičná banka
Evropska Investicijska banka
Euroopan investointipankki
Europeiska investeringsbanken

Luxembourg, 6 July 2015

IG/CM/SM/ad

EXP BEI - EIB
003426 06.JUL 15

Dear

We refer to your letter dated 6 April and received on 17 April, whereby you lodged a complaint regarding the rejection of your application in the framework of the ELENA program.

In your complaint, you alleged that the rejection of your application had no supporting basis and you asked for the re-examination of your application as well as for a bilateral meeting with the EIB services.

The EIB Complaints Mechanism has contacted the respondent EIB services in order to inquire about your allegations.

Please find attached the answer to your allegations provided by the EIB services. We hope that this reply addresses satisfactorily your concerns.

Should you not be satisfied with the response, you can revert to the EIB Complaints Mechanism (<http://www.eib.org/about/accountability/complaints/index.htm>) by letter, by using the internet form or directly to complaints@eib.org.

We trust that our reply is helpful and remain at your disposal for any supplementary information.

Yours sincerely,

EUROPEAN INVESTMENT BANK

Head of Division
Complaints Mechanism

Complaints Officer

Annex: 1

