

From:

To:

[Complaints](#)

Subject:

Complaints Form

Date:

Tuesday 23 September 2014 21:22:16

Attachments:

Form field	Value
Name	
On behalf of	FRIONCON LTD
Address	██████████.
Telephone number	
Email	
Fax number	
Subject	Financing from Bank of Cyprus with Jeremie programme
What are the details of your complaint?	<p>My name is ██████████ and I am the ██████████ of FRIONCON LTD (HE280879). I have send an application for funding from Jeremie programme, end of December 2013 (the Bank will have exactly the date, unfortunately they Did not have any form ,for receiving any inquiries). I managed by myself to collect all the necessary documents, according to European Directive needed to help in my evaluation process. After I have called several times to the Bank Branch, unfortunately with no responce from the service officer who managed my application. My intention is not to name any employee but to complain. I went to the Bank after not responding to my phone calls nor took call back. The service office had lost about 6 weeks to discover, after I went many times there, promising my application went and satisfying all the criteria would be a quick process, that my application finally was not sent , and the excuse was 'I have send the application by email but my present email is of ex ██████████ which is not compatible with Bank of Cyprus email and I did not know that is happening and I thought that has been send". Having in mind that I am a customer of Bank of Cyprus since 1995, (it was the one of the 2-3 times that called me</p>

	<p>back). After that he assured me that he will send the application copy with a messenger directly. He called me Thursday and the application will be send on Friday and Monday will take it by his colleague and the resulting answer as told by Wednesday. And after this 3 days quick service a whole month has passed. On 2/26/2014 he called me and tells me that he did check his colleague and had outstanding with the income tax (the documents has been expired). The next week I bring them new documents and after 2 weeks I visited again the Bank because nobody answered my phone calls on 3/26/2014 to tell me the obvious to me that my application is already pending. Then many happened , they have changed me bank officer of the bank and many other documents and so and so phone calls excuses. After many months of excuses new documents to fill and fill again and other papers I told them that I am tired so to stop because this will be driven for ever and that they will never send a clear answer for the Jeremie as they have finally admit , torturing me for 5 months.</p>
What do you expect to achieve?	Written clear procedures from EIB about their financing programmes, accompanied with forms to fill. Send your(our) money to more serious Banks to finance European citizens.
priorContact	
With whom?	
When	
Treat as confidential?	Yes