

**Dear Customers,**

Your feedback is the key to our continuous improvement.

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### **How can you help us become better?**

By sharing your ratings, suggestions, and comments, you help us continuously improve the quality of our services.

You can send us:

- Your opinion about our current products and services.
- Suggestions for improving our customer service.
- Ideas for new services you would like us to offer that are not yet part of our portfolio.

We are committed to reviewing your feedback carefully and taking the necessary actions as promptly as possible.

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### **How can you share your opinion or suggestion?**

#### **Online**

- Via the feedback form on our website: [www.dskbank.bg](http://www.dskbank.bg)
- Through DSK Online Internet Banking.
- Through the DSK Mobile app.
- Via the "Voice of the Customer" service – after visiting a DSK Bank branch, you will receive an SMS containing a link to a short survey. Completing the survey is completely free of charge.
- Through a live chat session available on our digital channels or on our official website.

**By mail:** DSK Bank Head Office, 5 Georgi Benkovski Street, Sofia, Bulgaria

#### **At a bank branch**

For information about the locations and opening hours of our branches, please visit:

[www.dskbank.bg](http://www.dskbank.bg)

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**Response Time**

Your inquiry will be processed as quickly as possible and no later than the statutory deadlines applicable to the respective type of inquiry.

**Thank you for your trust!**

Your opinion is important to us. We remain committed to meeting your needs and exceeding your expectations.