

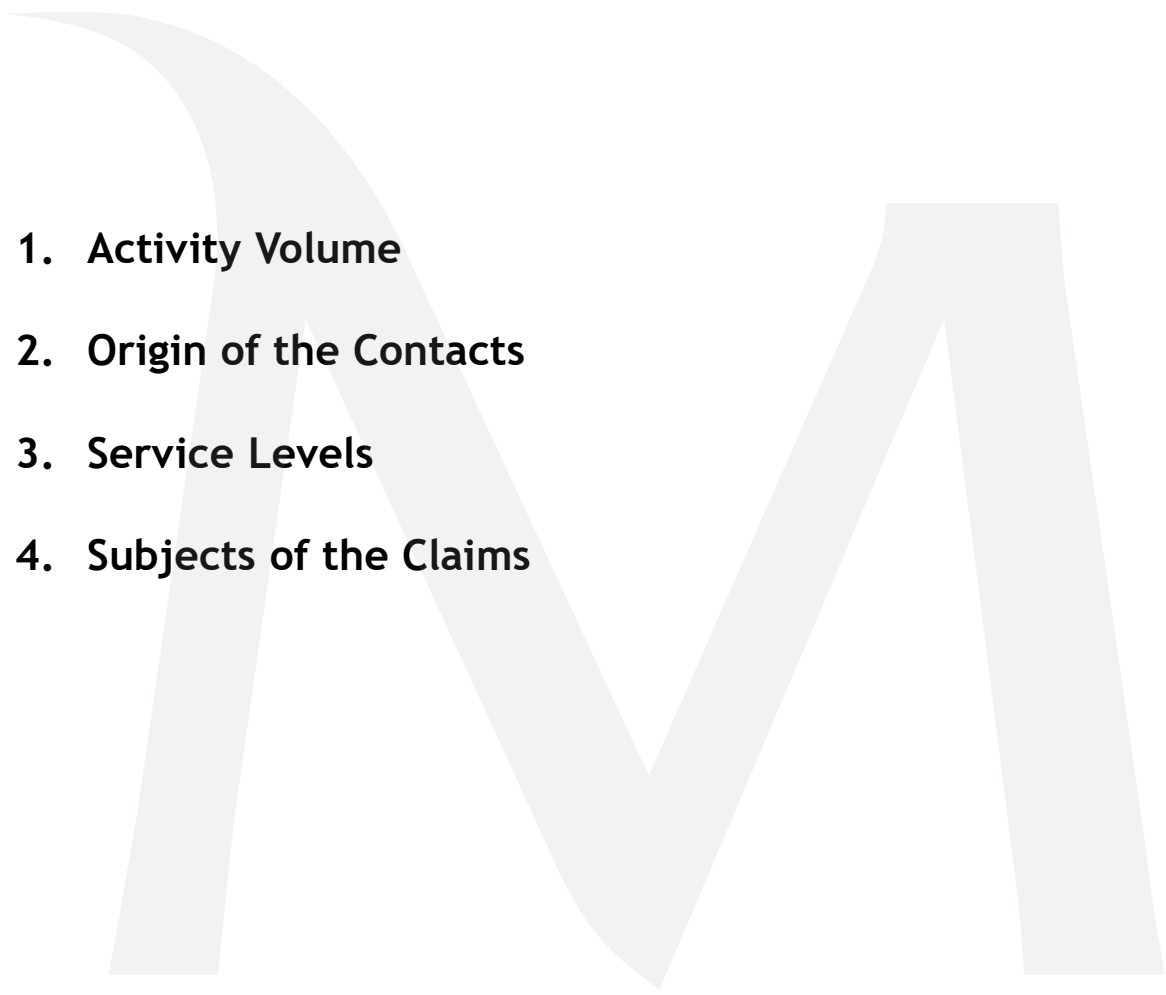


Client Ombudsman's Office

2021 Activity Report Summary

January, 2022

Client Ombudsman's Office – 2021 Activity Report Summary

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1. Activity Volume
 2. Origin of the Contacts
 3. Service Levels
 4. Subjects of the Claims

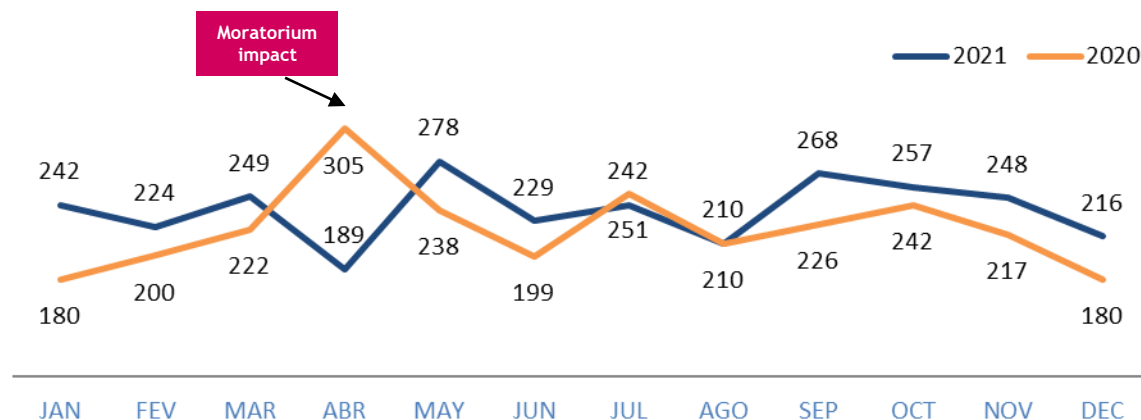
Client Ombudsman's Office – 2021 Activity Report Summary

1. Activity Volume

Claims Profile

- In 2021, the accumulated number of enquiries received by the Customer Ombudsman reached 2.852, representing a year-on-year growth of 7%. It should be noted that there was an overall increase in the number of complaints throughout the year compared to the same period of the previous year, with the exception of April and July, periods influenced by the Credit Moratoria, as shown below.

	Nº Proc. 2021	Var.% 2021/2020
Requests/Branches	255	-30%
Claims/CAC	2 533	13%
Appeals	64	12%
Total	2 852	7%



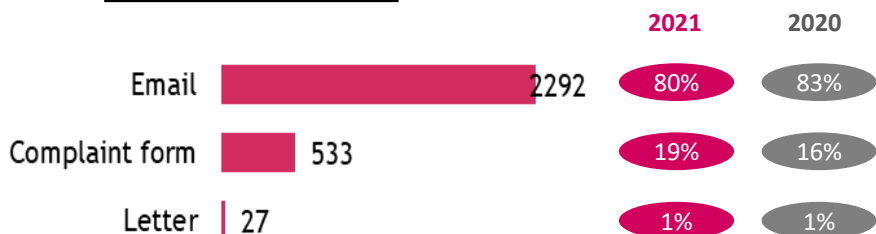
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2. Origin of the contacts

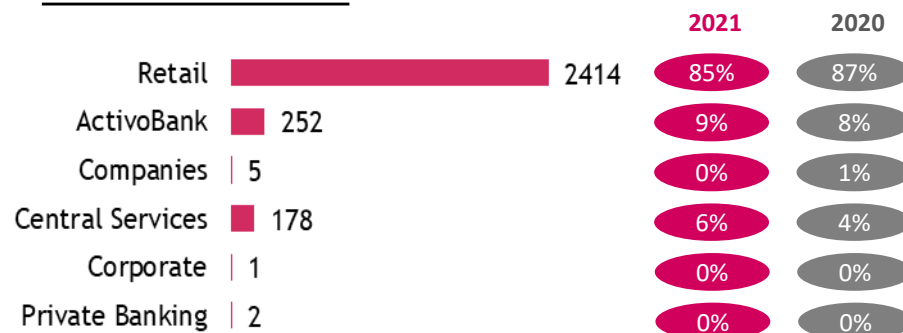
Origin of the contacts

- The most commonly used means of contact are Email (80%) and the "Complaint Form" available on the Bank's website (19%).
- In terms of the Customer-origin Network, Retail continues to account for the majority of enquiries (85% of the total).
- There was a reduction in Mass Market with a concomitant increase in Mass Plus and Prestige (incl. Millennium Centres), resulting from the change in the Customer portfolio over the last quarters.
- ActivoBank, with 9%, is the network with the second highest origin of complaints (+ 1pp compared to 2020).

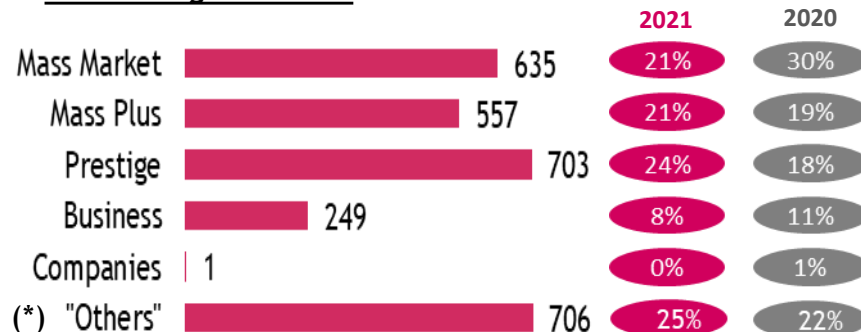
Type of contact 2021



Client's Network 2021



Client's Segment 2021



(*) "Others" refers essentially to ActivoBank's Clients, 2nd account Holders, Guarantors and Non-Customers.

Note: cumulative figures compared to the same period of the previous year

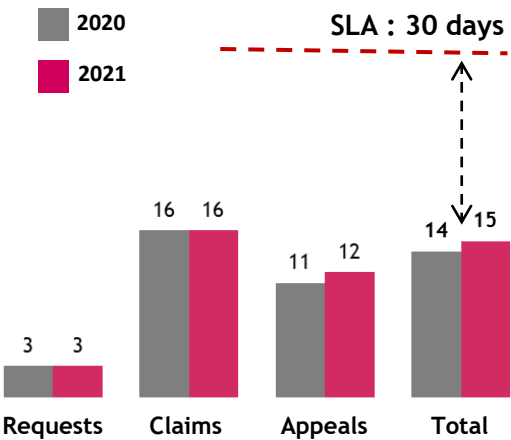
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3. Service Levels

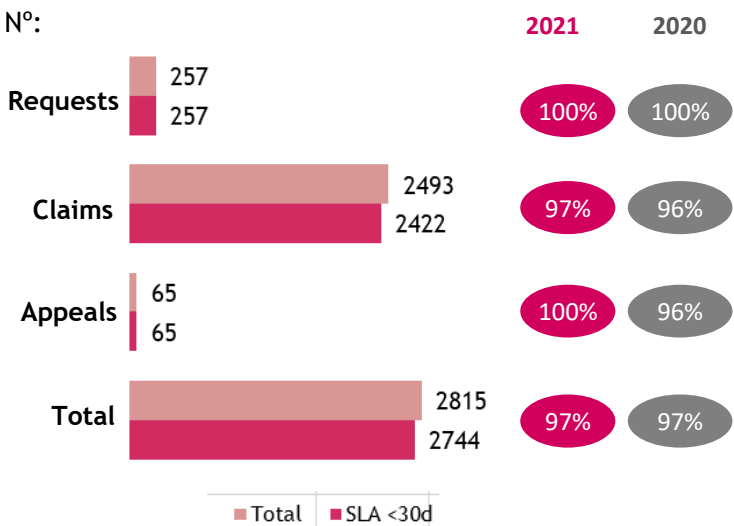
Níveis de Serviço

- The average response time was 15 days (vs. 14 days in the same period last year).
- The response time to Requests (Branch) remained at 3 days and Complaints (CAC) on 16 days.
- Average response time of Appeals remained at 12 days.
- Service level defined was met in 97% of the enquiries, the same value as in 2020.
- The overall rate of decision “In favour of the Client” slightly decreased to 41% (vs. 45% in 2020)

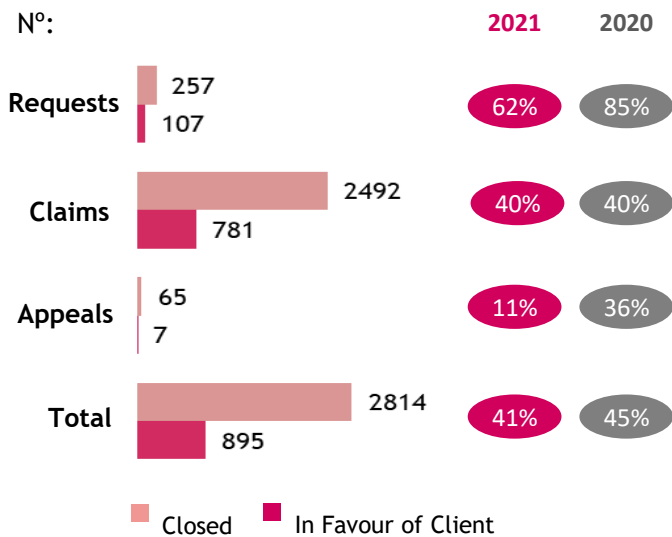
Average response time (days)
(cum.)



Service Levels 2021
% of contacts answered in 30 days or less



Rate of Decision 2021
“in Favour of the Client”



Note: cumulative figures compared to the same period of the previous year

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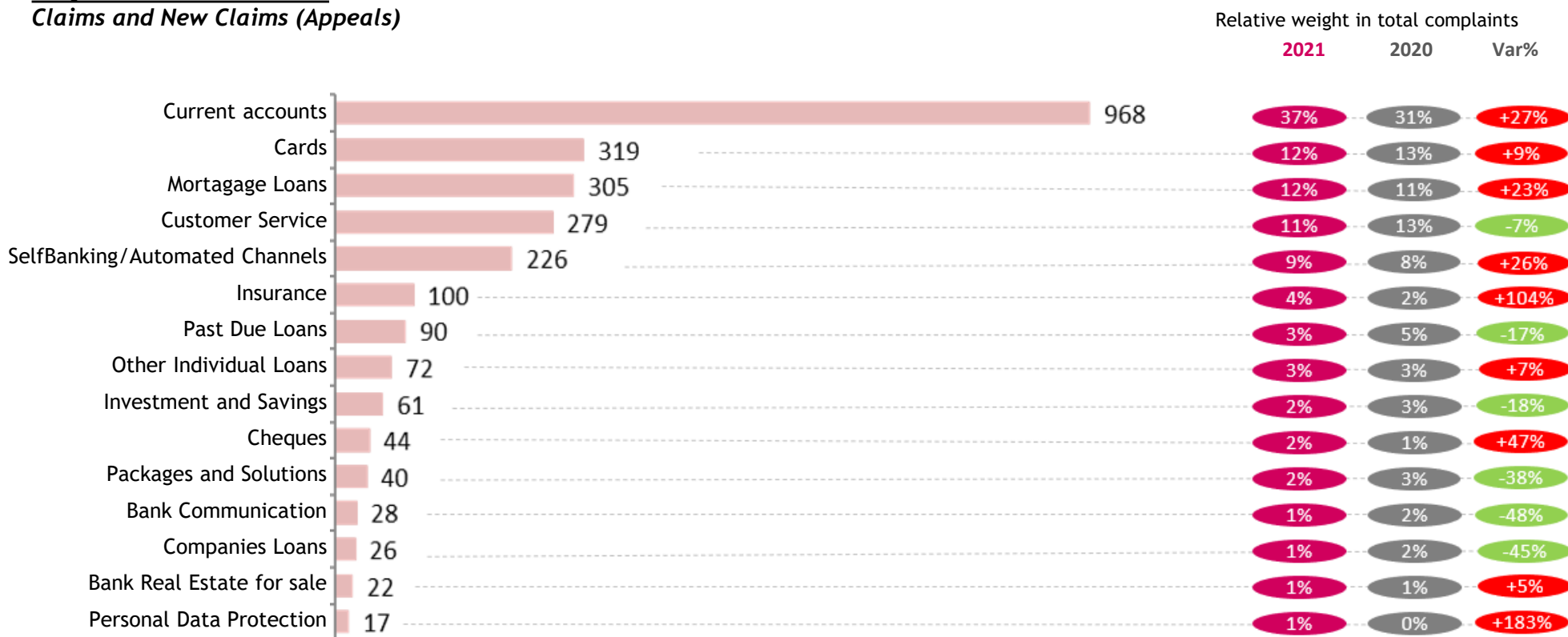
4. Subjects of the Claims

Subject of the Claims (MCCA Classification)

- At the top of the matters complained about are "Current Accounts" (37%), with a growth rate of 27%.
- "Cards" is the 2nd source of complaints and represents 12% of the total, with an increase of 9%.
- There was significant growth in complaints regarding "Insurance" (+100%).

Subject of the Claims 2021

Claims and New Claims (Appeals)



Note: cumulative figures compared to the same period of the previous year

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End of report