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Banks and Microcredit Organizations may not name their officers or divisions an OMBUDSMEN

Banking Agency of the Federation of BiH, in Article 4 of Decision on Requirements and Manner of Bank's Action taken upon Customer's Complaint and Decision on Requirements and Manner of Microcredit Organization's Action taken upon Customer's Complaint, defines that each bank and each micro-credit organization is obliged to appoint a person or establish a separate division responsible of implementing the process initiated upon customer's complaint.

In the process of implementing the above decisions, one of the banks named a work position of the person in charge of implementing the process initiated upon customer's complaint, AN OMBUDSMEN OF THE BANK.

Since this title could lead to a conclusion this is an institution of ombudsmen that is selected upon constitutional and legislative provisions that has authorities determined by such regulations, and in order to avoid any misunderstanding in the public, an explicit approach of the Agency is the title of OMBUDSMEN may not be used in the title of work position of a person or in the name of division responsible of implementing the process initiated upon customer's complaint in banks and micro-credit organizations.

Public Relations Office of the FBA