**TERMS FOR CONSIDERATION OF APPEALS**

8.5.1. For Appeals from customers that do not require any further investigation:

8.5.1.1. for legal entities and banks – no more than 10 (ten) working days;

8.5.1.2. for individuals – no more than 5 (five) working days;

8.5.1.3. for complaints and appeals from military personnel and their families - no more than 15 (fifteen) working days;

8.5.1.4. appeals on the facts of corruption offenses – no more than 20 (twenty) working days.

8.5.2. For appeals from customers requiring any further investigation:

8.5.2.1. for legal entities and banks – up to 20 (twenty) working days;

8.5.2.2. for individuals – up to 10 (ten) working days;

8.5.2.3. for complaints – up to 30 (thirty) working days.