**TERMS OF CONSIDERATION OF REQUESTS**

8.5.1. For customer requests that do not require additional investigation:

8.5.1.1. for legal entities and banks - not later than 10 (ten) working days;

8.5.1.2. for individuals - not later than 5 (five) working days;

8.5.1.3. for complaints - up to 15 (fifteen) working days;

8.5.2. Clients' requests requiring additional investigation:

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

8.5.2.2. for individuals - not later than 10 (ten) working days;

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