

**Procedure for admission and consideration of inquiries related to the  
RUONIA rate and its administration by the Bank of Russia submitted to the  
Bank of Russia via the Internet**

Citizens' inquiries are considered pursuant to Federal Law No. 59-FZ, dated 2 May 2006, "On the Procedure for Considering Inquiries of Russian Citizens" (the "Law on Citizens' Inquiries").

Inquiries submitted by legal entities are considered under Bank of Russia Instruction No. 159-I, dated 24 December 2014, "On Document Support of Management at the Bank of Russia Head Office" and the "Regulation for communications between Bank of Russia functions during the processing of inquiries related to the RUONIA rate and its administration by the Bank of Russia".

**Before sending an inquiry, kindly take into account the following recommendations:**

Every field in the electronic message form should be filled in correctly.

Please note that under the Law on Citizens' Inquiries, we will not consider inquiries containing:

- obscene or offensive language; threats to the life, well-being or property of an official and/or official's family;
- indecipherable text;
- a question, a proper answer to which has been given in writing several times in response to earlier inquiries, provided that the new inquiry does not contain any additional arguments or facts.

Besides, no response can be provided if the inquiry does not include the sender's full name and email address.

The confirmation that an inquiry has been accepted into consideration is provided to the sender automatically at the email address indicated in the electronic message form.

The inquiries may come in the form of requests, proposals, applications and complaints. If the subject of an inquiry falls outside the Bank of Russia's mandate, the sender is informed that the inquiry cannot be considered. If the subject of the inquiry is within the Bank of Russia's purview, the response will be compiled and sent within 30 calendar days. Should the inquiry require special attention and discussion at a meeting of the RUONIA Oversight Committee, the deadline for consideration will be extended.

**By giving consent to this Procedure for admission and consideration of inquiries submitted to the Bank of Russia via the Internet, the sender confirms the following:**

*I hereby confirm that I provide my free and voluntary consent for the Bank of Russia (Taxpayer's Identification Number: 7702235133; address: 12 Neglinnaya, Moscow 107016, Russia) to process my personal data and confidential information contained in my inquiry (including information constituting banking and other secrecy), specifically consent for the inquiry to be considered by Bank of Russia employees working remotely and using their personal electronic devices, and for the information related to the consideration of my inquiry to be provided to the institution that is the subject of my inquiry.*