

PRESS RELEASE

Pavel Sedlář appointed Client ombudsman for MONETA Group

Prague, 29 February 2024

Pavel Sedlář, Director Compliance of MONETA Money Bank, has been appointed Client ombudsman of MONETA Group companies.

Pavel Sedlář studied finance at the Faculty of Finance and Accounting of the University of Economics in Prague. Since 2002, he has worked in the banking industry, where he has mainly been involved in control functions in internal audit, risk management and prudential supervision of the banking sector in the Czech Republic. He worked at ČSOB, Komerční banka, Hypo stavební spořitelna and then in the banking supervision of the Czech National Bank. In February 2024, he took up the position of Director Compliance at MONETA Money Bank and is thus responsible for ensuring that MONETA Group members operate in accordance with legal requirements and ethical standards.

The Client ombudsman has been operating at the bank since 2012. Together with his/her team, they deal with serious complaints and repeated complaints from clients. The task is both to establish the true state of affairs and to reassess the subject of the dispute, but also to take into account the client's personal situation as much as possible. The Client Ombudsman team also deals with complaints referred to MONETA Group members by the Financial Arbitrator or the Czech National Bank. In total, the ombudsman team dealt with 209 individual cases in 2023.

For more information, please contact:
Lucie Leixnerová, mob.: +420 724 557 221, lucie.leixnerova@moneta.cz

or Media Service media@moneta.cz and www.moneta.cz



MONEY
BANK

MONETA Money Bank, a.s., which is the controlling person of MONETA holding, is a leading independent Czech bank, servicing clients through its nationwide branch network. The bank has been traded on the Prime Market of Prague Stock Exchange since 2016. The bank has focused on retail and SME oriented business model with a strong position in the consumer and agriculture segments. In addition, the bank provides customers with insurance products and investment funds. MONETA serves more than 15% of the Czech population via an omni-channel distribution strategy which includes over 130 branches, more than 2000 ATMs in its own and shared network, a market-leading digital banking platform, a call center, auto dealers, building society and mortgage bank, and leasing partners.