ANNEX 21

Annex 3 Old age pension granting by phone line "190"

1.8. Sending of statement to client

1.1. Oral request for granting of old age pension

1.3.a Calculate amount of old age pension 1.5. Register the application

1.6.
Preparation of statement

1.7. Information to Bank

1.2. Check whether the client is eligible to the pension

1.4. Conform the granting

1.9. Binding of statement into the dossier/file

1.3.b Reject granting of pension

Aromatically sent email to regional division