

National Settlement Depository (NSD)

MINUTES No. 39

of the Meeting of the National Settlement Depository Customer Committee (Central Securities Depository Customer Committee)

Format of the Meeting: absentee vote (without joint presence of the members of the Committee to discuss agenda items and to adopt resolutions on the subject matter under consideration).

Date and time of the vote counting: 14 December 2017, 17.00 am.

Place of the vote counting: 12 Spartakovskaya Street, 105066 Moscow.

Date of the Minutes: 14 December 2017.

Members present:

1. Anastasia Lavrova
2. Andrey Yatskov
3. Anna Zubanova
4. Elena Kochemirovskaya
5. Ksenia Shinkarenko
6. Maria Nikulina
7. Natalia Shtalenkova
8. Nikolay Chemodurov
9. Olga Petrova
10. Olga Svanidze
11. Sergey Gorbachenko
12. Steven Vande Velde
13. Svetlana Galkovskaya
14. Svetlana Kamasheva
15. Tatyana Esaulkova
16. Vadim Burganov
17. Vadim Protasenko
18. Vadim Shakhlevich
19. Yulia Davydova
20. Yury Taranovsky

Members absent:

1. Alexey Subbotin
2. Igor Zhelezny
3. Sergey Titov
4. Tatiana Fedyashina
5. Yulia Umnova

The meeting of the Committee was called in accordance with paragraph 6.4 of the Regulations on the National Settlement Depository Customer Committee (Central Securities Depository Customer Committee) by the Committee Chairperson Svetlana Kamasheva.

The number of Committee members who attended the meeting and presented their opinions in written form was not less than half of the total number of the elected Committee Members. According to paragraph 7.5 of the Regulations on the Committee, a quorum was present.

Agenda:

1. Approval of the Amended and Restated NSD's Guidelines on Handling Clients' Complaints and Enquiries

Agenda item 1:

Approval of the Amended and Restated NSD's Guidelines on Handling Clients' Complaints and Enquiries.

Total number of Committee Members: 25.

The number of Committee Members who voted: 20.

A quorum was present.

In accordance with paragraph 8.2 of the Regulations on the Committee, the resolution shall be adopted by a majority vote of the elected Committee Members.

Subject-matters of the vote:

1. Approve the amended and restated NSD's Guidelines on Handling Clients' Complaints and Enquiries (attached).
2. Recommend that NSD's Supervisory Board approve the amended and restated NSD's Guidelines on Handling Clients' Complaints and Enquiries.

Voting results:

	"FOR" – 20
	"Against" – 0
	"Abstained" – 0

Motion was adopted by a majority vote of the elected Committee Members.

Resolution adopted:

1. Approve the amended and restated NSD's Guidelines on Handling Clients' Complaints and Enquiries (attached).
2. Recommend that NSD's Supervisory Board approve the amended and restated NSD's Guidelines on Handling Clients' Complaints and Enquiries.

Appendixes:

1. Amended and Restated NSD's Guidelines on Handling Clients' Complaints and Enquiries

Chairman of the Committee

Svetlana Kamasheva