

Pursuant to Article 17 of the Law on microcredit organizations (“Official Gazette of Republika Srpska” No. 64/06 and 116/11), Article 5, Paragraph 1, Item b, Article 20, Paragraph 2, Item b and Article 37 of the Law on the Banking Agency of Republika Srpska (“Official Gazette of Republika Srpska” No. 59/13 and 4/17), Article 6, Paragraph 1, Item b and Article 19, Paragraph 1, Item b of the Statute of the Banking Agency of Republika Srpska (“Official Gazette of Republika Srpska” No. 63/17), the Management Board of the Banking Agency of Republika Srpska, at the 49<sup>th</sup> session, held on 27 December 2022, adopted the

**DECISION  
ON AMENDMENTS TO THE DECISION ON MORE DETAILED CONDITIONS AND  
METHOD OF ACTING OF MICROCREDIT ORGANIZATION UPON CLIENT’S  
COMPLAINT**

**Article 1**

In Article 4 of the Decision on more detailed conditions and method of acting of microcredit organization upon client’s complaint (“Official Gazette of Republika Srpska” No. 58/10), in Paragraph 2, the number “30” shall be changed to the number “15”

**Article 2**

In Article 4, Paragraph 3, after the wording “complaint”, comma shall be deleted and the conjunction “and” shall be added, after the wording “the dispute”, instead of the punctuation mark of a comma, the punctuation mark of a full stop shall be written, and the wording “and, obligatory, legal advice” shall be deleted.

**FINAL PROVISIONS**

**Article 3**

This Decision shall come into force on the eighth day from the day of its publication in the Official Gazette of Republika Srpska.

Number: UO-399/22

Date: 27 December, 2022

PRESIDENT OF THE  
MANAGEMENT BOARD  
Bratoljub Radulović