

FOCUS

financeira

OUVIDORIA
1º semestre 2022



Em atendimento à Resolução 4860/20, apresentamos o relatório de Ouvidoria referente ao 1º semestre de 2022.

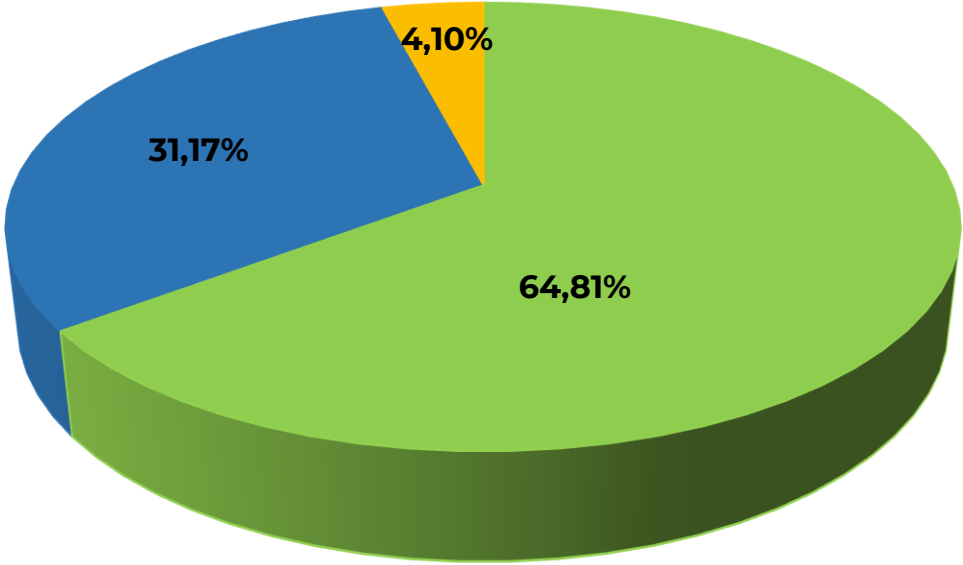


Indicadores da Ouvidoria

No 1º semestre de 2022 foram recepcionadas 324 manifestações, distribuídas nos canais atendidos pela Ouvidoria:

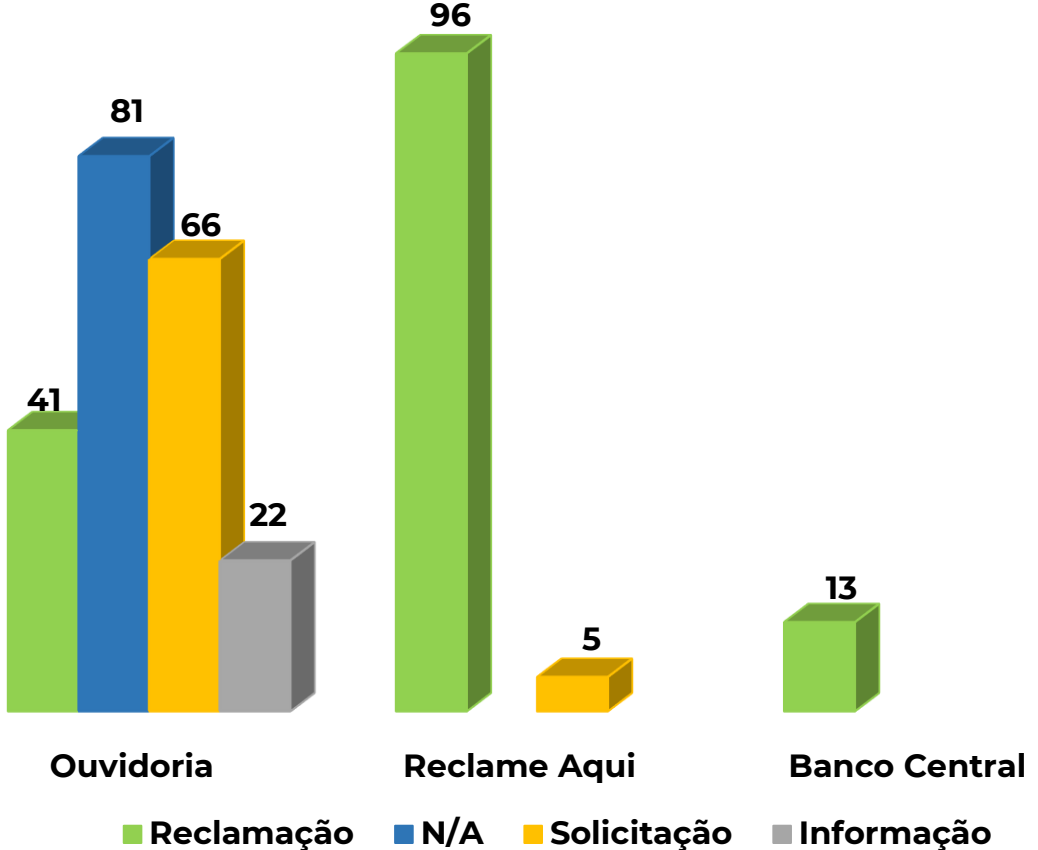
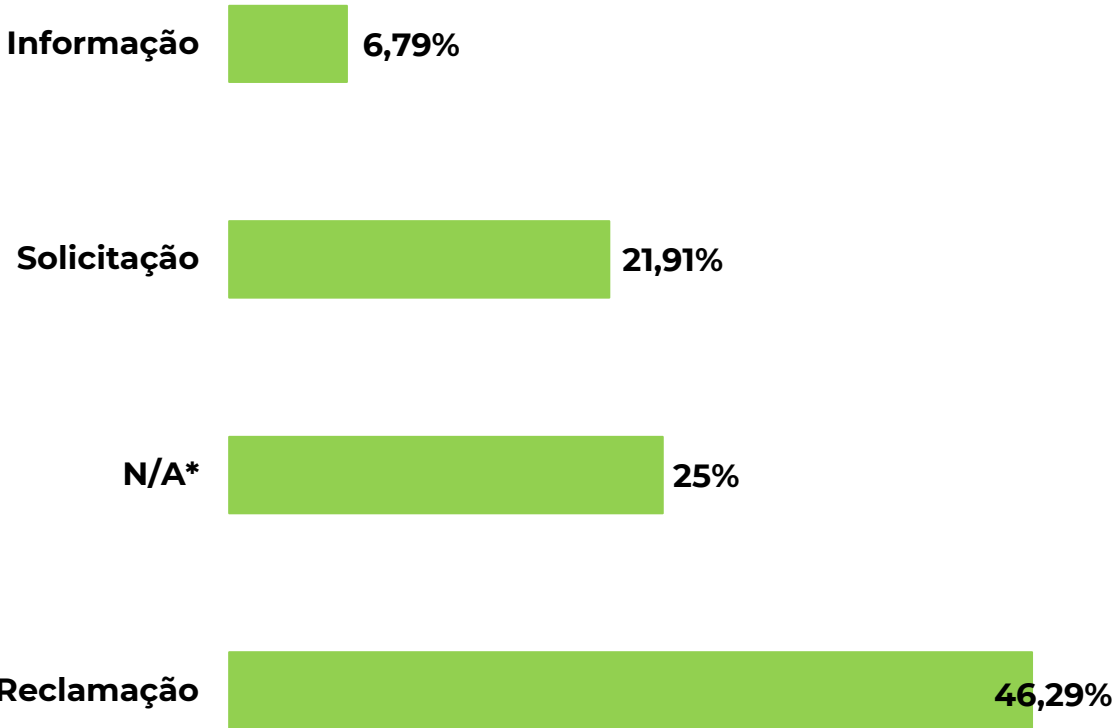


1º semestre de 2022



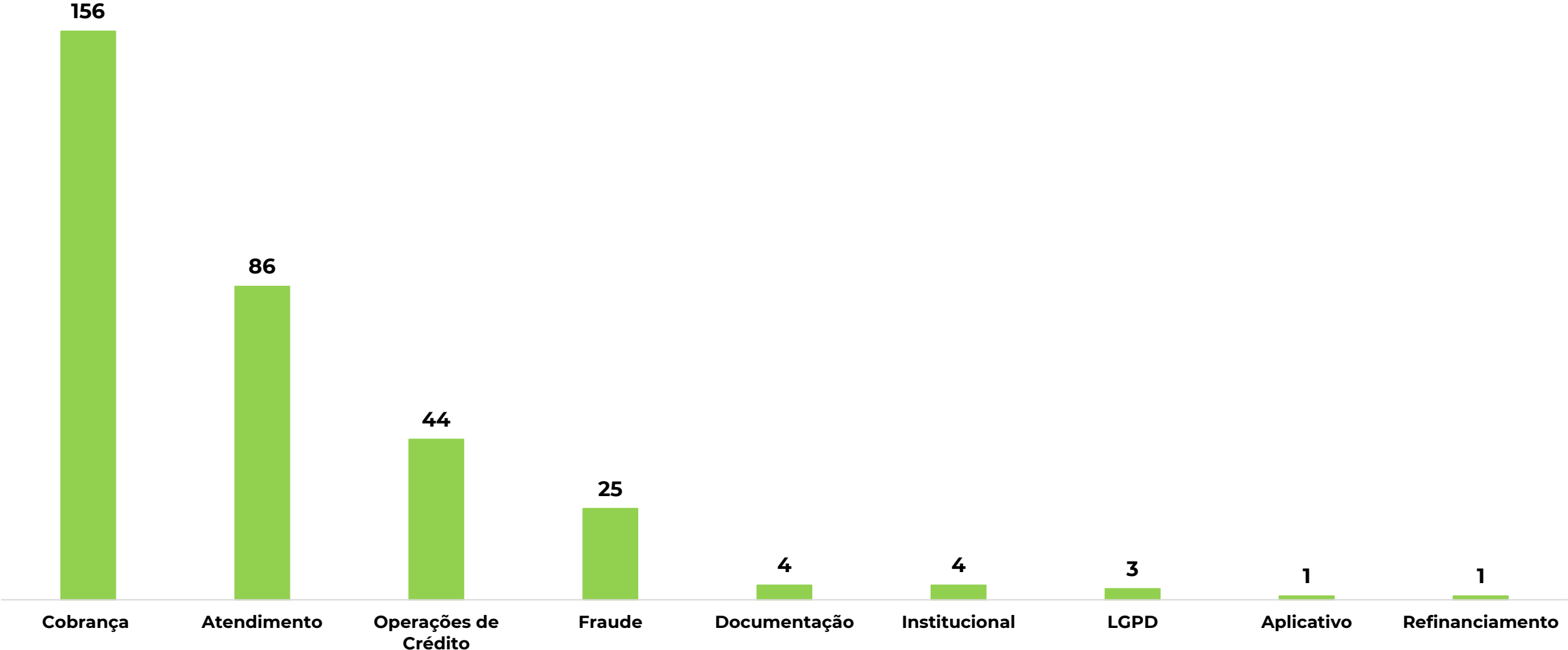
■ Ouvidoria ■ Reclame Aqui ■ Banco Central

Classificação das Manifestações

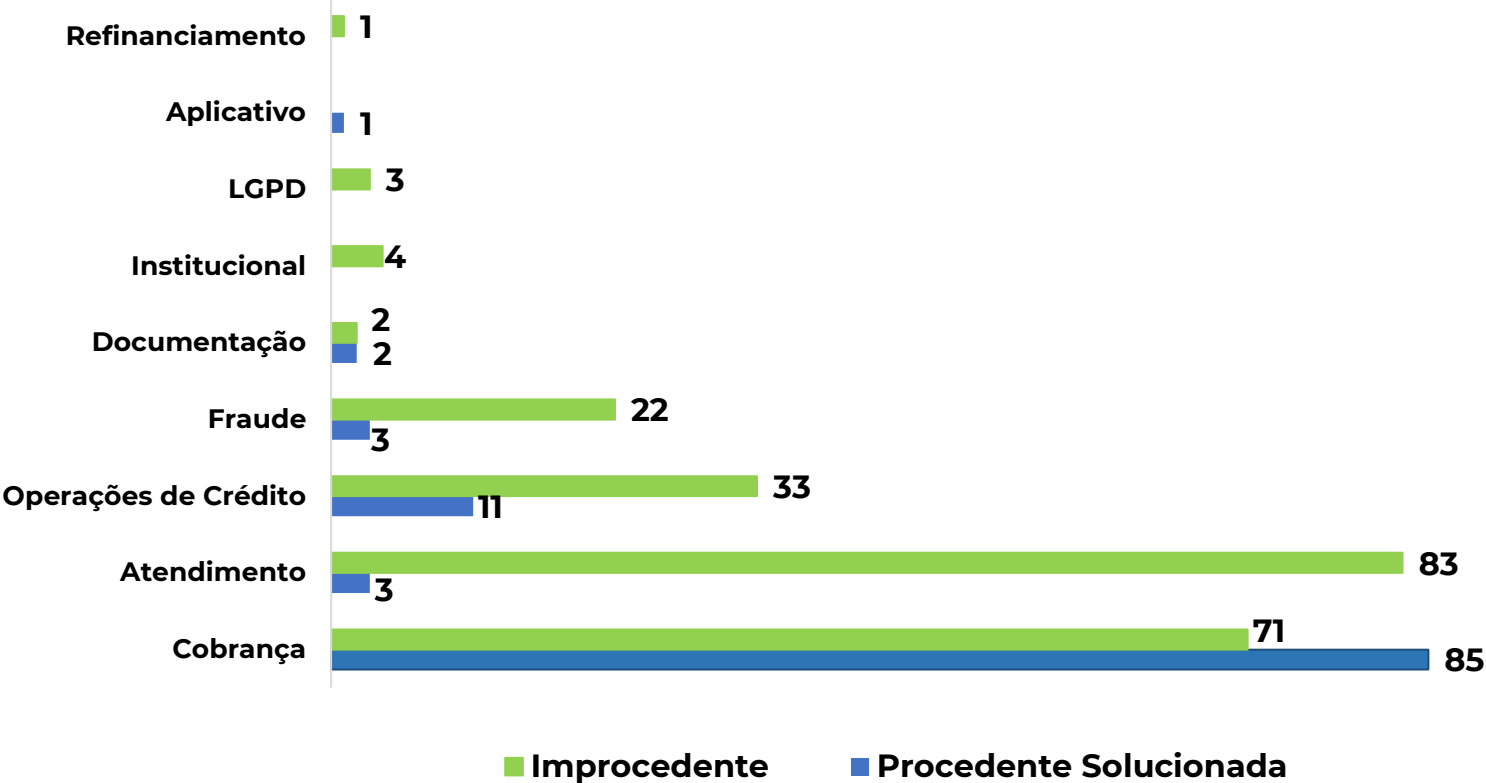
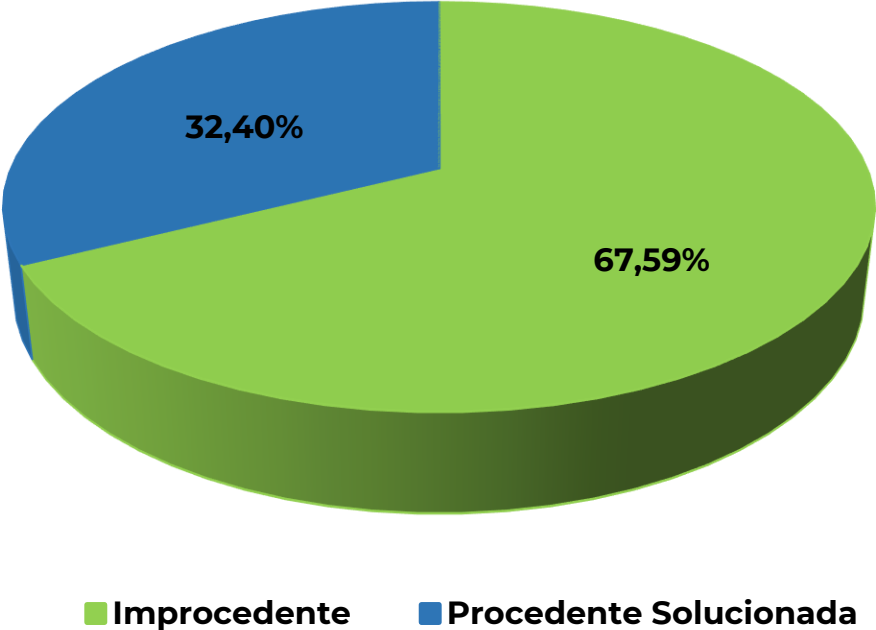


*Ligações perdidas e sem sucesso no retorno ativo.

Assuntos das Manifestações

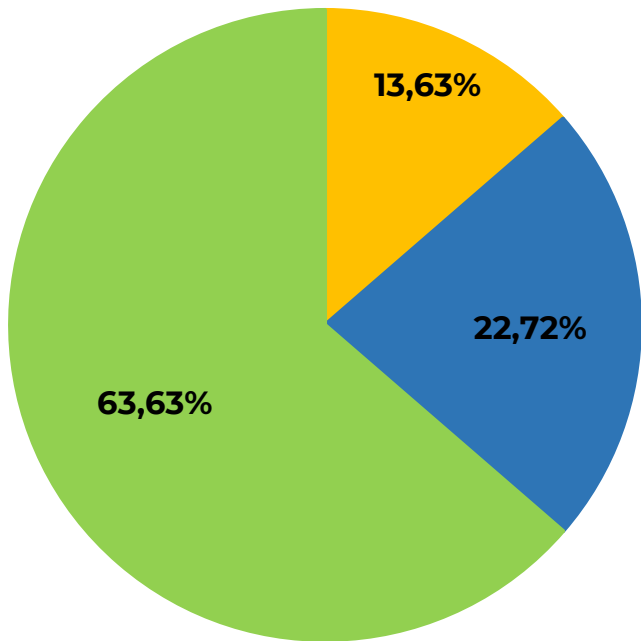


Classificação das Manifestações



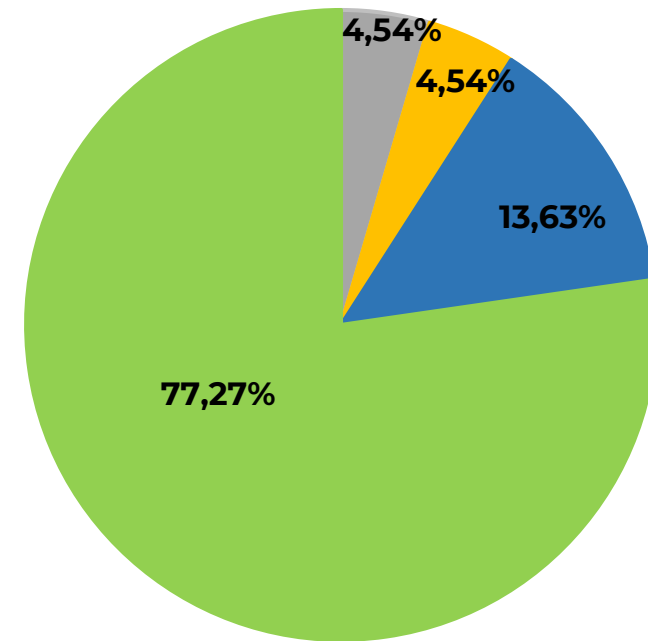
Quantidade de pesquisas respondidas: **22**

Nota da solução apresentada



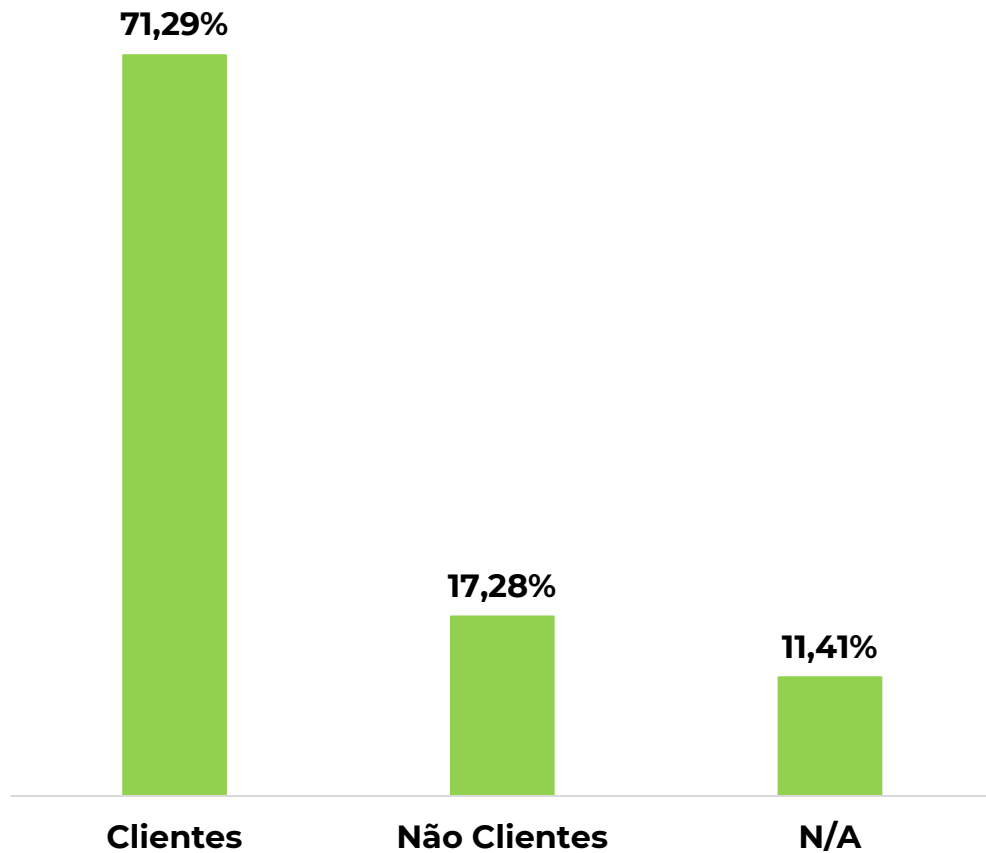
■ Neutro ■ Satisfeito ■ Muito satisfeito

Nota da qualidade do atendimento

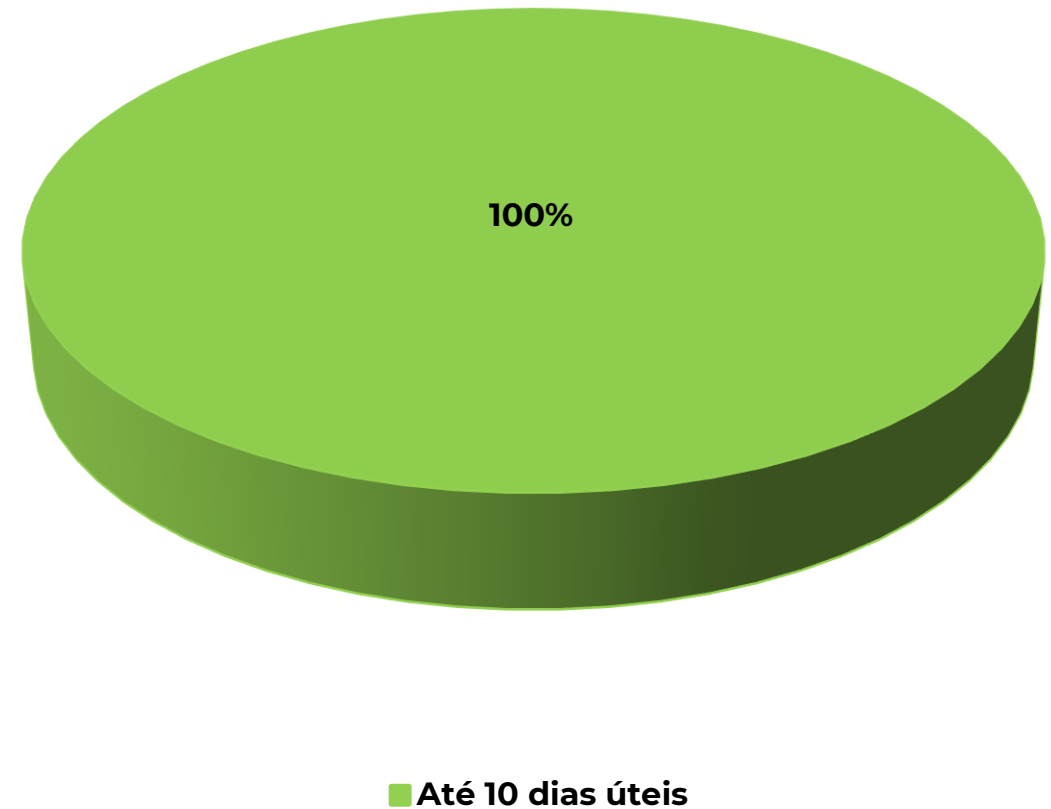


■ Insatisfeito ■ Neutro ■ Satisfeito ■ Muito satisfeito

Tipo de Manifestante



Prazo de Atendimento das demandas



The logo features a large, stylized letter 'F' on the left, colored in light blue with a small yellow-green triangle at its top-left corner. To the right of the 'F', the word 'FOCUS' is written in a bold, grey, sans-serif font. Below 'FOCUS', the word 'financeira' is written in a smaller, lowercase, grey, sans-serif font. The entire logo is positioned against a background that is white on the left and blue on the right, separated by a diagonal line.

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