

**INFORMATION**  
**on appeals from individuals and legal entities to Almalyk MMC JSC for 2026**

| №             | The nature of the appeal                 | Number of accepted requests | Forms of Appeal |                    |                                                                                                             | Cases of consideration of appeals |                           |                                  |                     |                              |                     |           |               |
|---------------|------------------------------------------|-----------------------------|-----------------|--------------------|-------------------------------------------------------------------------------------------------------------|-----------------------------------|---------------------------|----------------------------------|---------------------|------------------------------|---------------------|-----------|---------------|
|               |                                          |                             | Written appeals | Electronic appeals | Oral appeals<br>(personal reception, traveling reception, reception and telephone of responsible employees) | Those taken under control were    | Including                 |                                  |                     |                              |                     | Repeaters | Term breakers |
|               |                                          |                             |                 |                    |                                                                                                             |                                   | It was decided positively | Explained by a legal explanation | left without review | sent to another organization | Under consideration |           |               |
| 1             | Admission and reinstatement to work      | 232                         | 54              | 88                 | 90                                                                                                          | 232                               | 9                         | 220                              | 1                   | 0                            | 2                   | 7         | 0             |
| 2             | Transfer to another job                  | 44                          | 9               | 17                 | 18                                                                                                          | 43                                | 5                         | 35                               | 0                   | 1                            | 3                   | 0         | 0             |
| 3             | Labor disputes                           | 33                          | 10              | 22                 | 1                                                                                                           | 33                                | 3                         | 30                               | 0                   | 0                            | 0                   | 2         | 0             |
| 4             | Salary                                   | 48                          | 8               | 38                 | 2                                                                                                           | 48                                | 21                        | 27                               | 0                   | 0                            | 0                   | 1         | 0             |
| 5             | Fulfillment of the terms of the contract | 9                           | 4               | 2                  | 3                                                                                                           | 9                                 | 6                         | 3                                | 0                   | 0                            | 0                   | 0         | 0             |
| 6             | Material aid                             | 206                         | 184             | 9                  | 13                                                                                                          | 206                               | 148                       | 56                               | 0                   | 0                            | 2                   | 1         | 0             |
| 7             | The issue of preschool education         | 13                          | 1               | 11                 | 1                                                                                                           | 13                                | 4                         | 7                                | 0                   | 0                            | 2                   | 0         | 0             |
| 8             | Land-related issues                      | 8                           | 4               | 4                  | 0                                                                                                           | 8                                 | 0                         | 8                                | 0                   | 0                            | 0                   | 0         | 0             |
| 9             | Housing and communal services issue      | 27                          | 6               | 12                 | 9                                                                                                           | 27                                | 8                         | 17                               | 0                   | 0                            | 2                   | 0         | 0             |
| 10            | Regarding issues of MM and XT            | 23                          | 6               | 13                 | 4                                                                                                           | 23                                | 9                         | 14                               | 0                   | 0                            | 0                   | 0         | 0             |
| 11            | Other issues                             | 93                          | 39              | 46                 | 8                                                                                                           | 92                                | 39                        | 46                               | 0                   | 1                            | 7                   | 3         | 0             |
| <b>TOTAL:</b> |                                          | <b>736</b>                  | <b>325</b>      | <b>262</b>         | <b>149</b>                                                                                                  | <b>734</b>                        | <b>252</b>                | <b>463</b>                       | <b>1</b>            | <b>2</b>                     | <b>18</b>           | <b>14</b> | <b>0</b>      |