

**Rating in the context of the banking services offices of PJSB "Trustbank" on the basis of received applications to the virtual receptions of the President of the Republic of Uzbekistan, the Prime Minister of the Republic of Uzbekistan, the Central Bank of the Republic of Uzbekistan and also directly to the bank**

*as of 01.04.2026*

№	Name of banking services offices	Total appeals		Appeals received from higher authorities		Applications received directly	Overdue claims		Repeated appeals		Bank rating
		Total	score	Total	score		Total	score (*1)	Total	score (*0,5)	
1	2	3	4	5	6	7	8	9	10	11	12
		5+7	11ma/5*100		100-(7/5*100)		1	1*8	0.5	0,5*10	(4+6)/2-9-11
1	Samarkand banking services office	24	100	5	<b>79.2</b>	19	0	<b>0</b>	1	<b>0.5</b>	<b>89.1</b>
2	Bukhara banking services office	3	100	1	<b>66.7</b>	2	0	<b>0</b>	0	<b>0</b>	<b>83.3</b>
3	Tashkent banking services office	12	100	6	<b>50.0</b>	6	0	<b>0</b>	0	<b>0</b>	<b>75.0</b>
4	Operational banking services office	28	100	14	<b>50.0</b>	14	0	<b>0</b>	1	<b>0.5</b>	<b>74.5</b>
5	Djizakh banking services office	13	100	7	<b>46.2</b>	6	0	<b>0</b>	1	<b>0.5</b>	<b>72.6</b>
6	Darkhan banking services office	12	100	7	<b>41.7</b>	5	0	<b>0</b>	2	<b>1</b>	<b>69.8</b>
7	Head office	80	100	48	<b>40.0</b>	32	0	<b>0</b>	2	<b>1</b>	<b>69.0</b>
8	Namangan banking services office	9	100	6	<b>33.3</b>	3	0	<b>0</b>	0	<b>0</b>	<b>66.7</b>
9	Bektemir banking services office	7	100	5	<b>28.6</b>	2	0	<b>0</b>	0	<b>0</b>	<b>64.3</b>
10	Fergana banking services office	4	100	3	<b>25.0</b>	1	0	<b>0</b>	0	<b>0</b>	<b>62.5</b>
11	Termez banking services office	14	100	12	<b>14.3</b>	2	0	<b>0</b>	1	<b>0.5</b>	<b>56.6</b>
12	Andijan banking services office	29	100	22	<b>24.1</b>	7	0	<b>0</b>	12	<b>6</b>	<b>56.1</b>
13	Karshi banking services office	11	100	10	<b>9.1</b>	1	0	<b>0</b>	0	<b>0</b>	<b>54.5</b>
14	Yakkasaray banking services office	3	100	3	-	-	0	<b>0</b>	0	<b>0</b>	<b>50.0</b>
15	Digital banking services office	7	100	7	-	-	0	<b>0</b>	1	<b>0.5</b>	<b>49.5</b>
	<b>Total</b>	<b>256</b>		<b>156</b>		<b>100</b>			<b>21</b>		<b>-</b>

