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Submission of petitions

Please read the following requirements for the submission and examination of petitions addressed to the National Bank of Moldova:

- The official website of the NBM www.bnm.md [1] is an additional way of submitting a petition.
- A petition is any claim, complaint, proposal, notice addressed to the National Bank of Moldova.
- Petitions shall be submitted in writing on paper or in electronic form in Romanian or in another language in accordance with the Law on spoken languages on the territory of the Republic of Moldova. Petitions in electronic form shall comply with the requirements for electronic documents, including digital signature in accordance with the Law on petitions no. 190 of 19.07.1994.
- Petitions are examined by the National Bank of Moldova within 30 working days, while those not requiring additional examination within 15 working days from the date of registration.
- The petitions (claims) requesting official information are examined within the deadlines set by the law on access to information. Petitions with cross-border implications are examined within a period not exceeding 90 working days, provided that, within 30 working days, the petitioner shall send a response that is informed about measures taken to address his/her petition.
- If the petition falls within the competence of another authority, the original petition is dispatched to the respective authority within 5 working days of the date of registration of the petition, the petitioner being informed about it.
- Petitions shall be signed by the author, indicating the name, surname and domicile.
- Electronic petitions shall contain information on name, domicile and email address of the petitioner.
- Anonymous petitions, those with unreadable text or petitions that contain insufficient information will not be examined and the petitioner will be informed about the reason of non-examination, if the name and address can be read.
- After examining the petition under the terms set forth by the legislation, the applicant will receive a response in writing or in electronic form to the address indicated in the request.
- Petitions submitted repeatedly, which do not contain new information, will not be examined and the petitioner is informed in writing or in electronic form.
- In case you do not have an electronic address, we recommend to submit your petition on paper at the National Bank of Moldova or send by mail to: 1 Grigore Vieru Avenue, MD-2005 Chişinău, Republic of Moldova.

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