

# 2015

## annual report

amcham membership directory



american chamber  
of commerce  
in moldova



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# 2015

## annual report amcham membership directory

A publication of the American  
Chamber of Commerce  
in Moldova

Editor: AmCham Team  
info@amcham.md

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### Dear AmCham Colleagues,

Looking back on 2015, we see a year that presented many challenges. Political instability, major disruptions in the financial system, and macroeconomic uncertainty were among the critical issues Moldovan business had to grapple with. AmCham members whose operations span the Atlantic had to cope with major movements in the dollar-leu exchange rate. Finally, the business sector was forced to operate in a legal and regulatory environment often shaped by institutions that lacked integrity or political independence.

While the current year offers hope that some of these challenges will abate, we know that the problems plaguing Moldova's business climate will not disappear overnight. But we also know that, together, we are not powerless to change the environment in which you operate. Along with Moldova's other partners, I intend to work tirelessly to promote the deep and comprehensive reforms Moldova needs. These reforms are needed to ensure there is no repeat of the pitfalls we witnessed in 2015 and to help fulfill Moldova's potential in the years to come. It is a potential I have marveled at since arriving in this country nearly 15 months ago. A country of a diverse, well-educated, multi-lingual people on the doorstep of the world's largest single market, Moldova is destined to prosper if she is able to leave behind the shackles of bad governance borne out of a difficult past. While this potential is unmistakable, it will not be fulfilled in an instant. It will require hard work and perseverance.

If there is one thing that has struck me in conversations with AmCham members over the past year, it is indeed their perseverance. Even at some of the most difficult moments, you have told me about your efforts to create, develop, and expand your businesses. You have briefed me and my team on your perspectives and on your work to bring change and to affect policies to help kindle Moldova's entrepreneurial spirit. And you have reminded us that change is worth fighting for, and you have inspired us to do so.

As AmCham Moldova approaches its tenth-year anniversary, you have much to be proud of and plenty to celebrate. I look forward to celebrating this landmark and to working with you on making Moldova a better place to do business and a better place to live.

Sincerely,

**James D. Pettit**  
U.S. Ambassador to Moldova



### Dear Members, Friends and Partners of AmCham,

The time has come for a new President's address, a new annual report and thus a new occasion to sum up our accomplishments for the past year and to think about the challenges and opportunities laying ahead. Looking back at the past year I am proud to see our growing membership – we grow in number and hence grow in quality! We are proud to welcome this year's new members, which is a great recruiting achievement in an environment of a not growing economy. Unfortunately, some new members decide to join AmCham seeking protection for their business from the abusive actions of the authorities. Other new members are AmCham long-standing partners and some others are newcomers to our business community. In any case, we want to assure you of the thorough selection and approval process in case of all new members, exercised by the executive team and the Board of Directors, aimed at preserving our common values, principles and high reputation. We salute and cherish the breadth and diversity of our membership, as this is AmCham's main asset, source of business experience and professional expertise, and backbone of our high moral standards.

In order to respond better to the growing demands of our members and the numerous regulatory issues faced by them, we are enlarging our executive team – we promote the best people from within and we hire the best available talent to create and maintain the most professional and probably the most effective team of business advocates in Moldova! AmCham has become an employer of choice and attractive place for internship for young talented Moldovans. The authorities, the business community and media alike seek AmCham executive team expert opinion on various business regulatory issues.

We also explore more ways and instruments to solve the challenges faced by the business commu-

nity, to improve the business regulatory environment and to create value for our members. We traditionally continue to work in committees, reacting to legislative proposals or stringent business necessities, but we also hire outside consultants to increase the outreach of our expertise in highly technical issues. We continue to use all participatory and consultative platforms organized by agencies and ministries for promotion of our members' interests, but we have also escalated our advocacy efforts to the level of Parliamentary committees and are frequently using the independent media as a powerful influence tool. We continue our fruitful cooperation with our established local partner associations, like EBA and FIA, with partner projects and donors, like USAID BRITE and CEWIN, EBRD and WB, but we are also constantly exploring new partnerships and business development efforts, applying for new projects and seeking new opportunities.

As we evolve, we hope to preserve our best-rated traditional events and activities, as the networking events and popular Young Professional Program, but also to enrich your life with interesting new opportunities, as the business breakfasts or the knowledge sharing seminars. We put a special emphasis on the development of educational and knowledge sharing activities within AmCham, as we consider that creating a fair business environment is not coming only from outside regulations, it is not possible without promoting the best business practices from within and educating ourselves to adopt the highest business standards.

We grow, we evolve and we mature together, soon reaching our 10th anniversary! It is a nice occasion to congratulate all of us on the achieved accomplishments! It is a great occasion to look forward to new opportunities and developments!

Sincerely,

**Cristina Harea**

President of the American Chamber of Commerce in Moldova

## AmCham General Sponsors

On behalf of all AmCham members, we would like to express our gratitude to the 2015 AmCham General Sponsors for the provided support.

The opportunity to support us is such an immeasurable action. It helps make AmCham stronger day by day. Your trust and loyalty pushes us toward our goals to advance our projects, reach new heights, further develop and evolve in real time.



NCH Advisors Inc.





**Adrian Gheorghita**

**Deputy Director  
for Advocacy and Business  
Development**  
Financial Services  
Committee Coordinator  
Trade & Manufacturing  
Committee Coordinator  
Grants Coordinator

**Elena Popic**

**Policy Officer**

**Mila Malairau**

**Executive Director**  
Healthcare Committee  
Coordinator

**Ina Trifan**

**Project Manager Assistant**  
Business Visa Program  
Coordinator  
Member Discount Program  
Coordinator  
Membership  
Communication  
Coordinator

**Elena Buzu**

**Deputy Director on Finance  
and Administration**  
HR Committee Coordinator  
Young Professionals  
Program Coordinator  
Events Coordinator  
Publications Coordinator

**Sergiu Chirica**

**Project Manager  
for Regulatory Affairs**  
Tax & Legal Committee  
Coordinator





**Cristina Harea**

President of the Board of Directors  
Glass Container Company



**Alexandru Munteanu**

PwC Moldova



**Boris Efimov**

Orhei-Vit



**Octavian Cazac**

Turcan Cazac Law Firm



**Iolanta Mura**

Bemol Retail



**John Maxemchuk**

Sun Communications



**Vitalie Corniciuc**

KPMG Moldova



**Traian Nechifor**

Coca-Cola Bottlers Chisinau



**Roger Gladei**

Gladei & Partners



**Veronica Malcoci**

Grawe Carat Asigurări



**Carmina Vicol**

Prime Capital

## Board of Directors

Elected for 2015–2017 mandate

### AmCham Moldova Lifetime Honorary Presidents:

2006 – Ambassador Heather M. Hodges  
2006 – Ambassador Michael D. Kirby  
2008 – Ambassador Asif J. Chaudhry  
2011 – Ambassador William H. Moser  
2015 – Ambassador James D. Pettit



**Lilia Tapu**

Co-Chair, Tax & Legal Committee  
PwC Moldova



**Mariana Stratan**

Co-Chair, Tax & Legal Committee  
Turcan Cazac Law Firm



**Diana Doros**

Co-Chair, HR Committee  
Gas Natural Fenosa



**Margareta Osovschi**

Co-Chair, HR Committee  
NCH Advisors



**Angela Gladei**

Co-Chair, Financial Services  
Committee  
Total Leasing & Finance



**Carmina Vicol**

Co-Chair, Financial Services  
Committee  
Prime Capital



**Ludmila Motrescu**

Chair, CSR Committee  
Gas Natural Fenosa



**Vladimir Gasnas**

Chair, Healthcare Committee  
Sanofi Moldova

**Committee  
Chairs**

## AmCham Moldova Profile



## AMERICAN CHAMBER OF COMMERCE IN MOLDOVA

### FIGHTING FOR YOUR BUSINESS

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#### AmCham Mission

The Mission of AmCham Moldova is to promote American trade and investment in Moldova and to work with the Moldovan government and business leaders to foster a more favorable business climate in Moldova for foreign trade and investment.

#### AmCham Background

The American Chamber of Commerce in Moldova (AmCham Moldova) is a non-governmental non-profit organization, founded on September 4, 2006. As a member of the international network of 125 AmChams worldwide, AmCham Moldova connects businesses and business leaders to share the common goal of bringing the entrepreneurial spirit and the cultures of Moldova and the United States closer together.

AmCham Moldova's membership, currently encountering 105 members, is composed of a diverse spectrum of businesses (e.g.: banking, pharmaceutical, consulting, consumer goods, agro-food, logistic & transport, audit, assurance, tax & advisory services, financial, manufacturing, medical, tourism, leasing, cosmetics, mobile communication services, accounting, telecommunications, energy, moving & relocations, legal services, international express mail service), from large foreign investors to small goods and service providers that operate within Moldova, as well as Moldovan companies of all sizes that are pursuing trade with the United States. Around 50% of the total AmCham members are companies with American capital.

#### Why Join

By joining AmCham Moldova, you join an association of businesses and business leaders operating in the Republic of Moldova, who all committed to improving the climate for foreign trade and investment in Moldova. You will become a member of the network of more than 125 AmChams worldwide, which is dedicated to advancing the interests of American business and investments overseas and foreign companies pursuing trade and commerce with the United States. You become affiliated with the United States Chamber of Commerce, the world's largest business federation, representing more than 3 million businesses of all sizes, sectors and regions. You will gain a network of like-minded businesses worldwide, who seek to improve the conditions necessary for your business to grow and expand.

*In 2015, 6 new members  
joined AmCham Moldova*



# Areas of Activity

AmCham Moldova Is Very Active In 4 Main Areas: Advocacy And Lobbying, Business & Social Networking, Member Services, And Investment Attraction.

## Advocacy & Lobbying

- Economic Council under the Prime Minister;
- “Guillotine” Working Group;
- Advisory Committee under Customs Service;
- Sustainable Development Account Moldova Steering & Executive Committees;
- Council of Experts within National Commission for Financial Markets;
- National Confederation of Employers in RM.

In 2015, within its Advocacy and Lobbying effort: AmCham was an active member of the following:

- Economic Council under the Prime Minister;
- “Guillotine” Working Group;
- Advisory Council under Customs Service;
- Millennium Challenge Account Steering & Executive Committees;
- Council of Experts within National Commission for Financial Markets;
- National Confederation of Employers in RM.

## Business & Social Networking

- Provide a welcoming atmosphere for open discussions, experience sharing and information exchange among business peers and participants of business networking events and activities;
- Create opportunities for members to develop their business network, establish new strategic contacts and enhance cross-company cooperation;
- Offer access to business organizations and governmental agencies in more than 100 countries through AmCham’s global network.

## Member Services

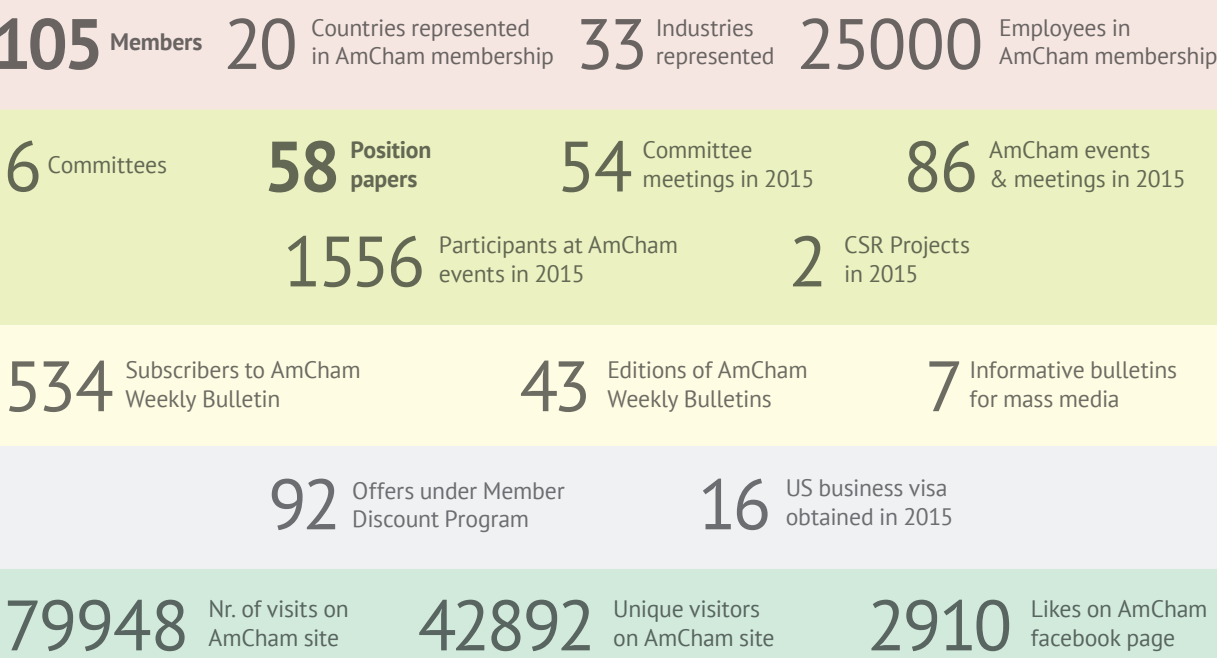
- Provide opportunities for information exchange and knowledge between members;
- Inform and update members about AmCham activities, events, initiatives, opportunities, projects and committee meetings;
- Collect and distribute useful business information to members;

- Promote members by sharing their basic description and contact information on the AmCham website and in AmCham publications;
- Facilitate the processing of a US Business Visa;
- Offer opportunities for members to benefit from discounts and to promote their own products and services under the Member Discount Program.

## Investment Attraction

- Cooperate with the U.S. Embassy and key international organizations in Moldova;
- Assist potential foreign investors coming to Moldova;
- Provide foreign investors with information which relates to the business climate, investment opportunities or potential business partners in Moldova;
- Promote a favorable image of Moldova internationally, thus attracting trade and investment;
- Organize Investment Forums.

# AmCham Moldova in Facts & Figures



### Membership Benefits

- Helping You Expand Your Network of Connections
- Advocating for Your Interests on Your Behalf
- Developing Your Human Resource Capacity Building  
*Young Professionals Program*  
*Job Center*
- Assisting Your Marketing Efforts
- Member Discount Program
- Business Visa Program
- Become a "Proud Member"
- Referrals
- AmChams in Europe Network  
*Events*  
*Executive Referrals*
- Information Exchange

### Tips to Optimize Your Membership

- Delegate the Maximum Number of Employees for Your Company to Be Represented within AmCam
- Network with Your Peers at Committee Meetings
- Attend AmCham Business and Social Events
- Be a Resource - Share Expertise
- Gain Exposure for Your Company
- Promote Your Products and Services
- Volunteer and Donate Through Our CSR Projects
- Stay Connected





AmCham  
Committees

**Participation  
is the best  
way to  
maximize  
the added  
value of your  
membership  
and receive  
the greatest  
return  
on your  
investment.**

**Come and join the activities  
of AmCham Committees and  
Working Groups!**

**Be the one to signal an issue  
or initiate an advocacy effort!  
Become the reformer of your  
own country!**

**There are 6  
active Committees  
within AmCham:**

- ❶ Tax & Legal Committee
- ❷ Human Resources Committee
- ❸ Trade & Manufacturing Committee
- ❹ Financial Services Committee
- ❺ Healthcare Committee
- ❻ Corporate Social Responsibility Committee

Through Committees, AmCham Moldova encourages cooperation between companies within the same industry, across industries or within the same profession, enabling them to identify and address common issues and achieve common goals. In 2015, AmCham continued its advocacy efforts in accordance with its mission: *"...to work with the Moldovan government and business leaders to foster a more favorable business climate in Moldova for foreign trade and investment."* To pursue its primary goal, AmCham strives to identify the concerns and challenges of member companies and to provide effective platforms for creating common solutions. AmCham advocacy efforts have always been driven by its committees.

# Tax & Legal Committee

Active since 2007  
63 committee members

### Co-Chairs

**Lilia Țapu,**  
PwC Moldova  
**Mariana Stratan,**  
Turcan Cazac Law Firm

### Committee Coordinator

**Sergiu Chirica,**  
AmCham Project Manager  
for Regulatory Affairs

### Dialogue partners

- Ministry of Finance/  
State Tax Service
- Ministry of Economy
- Competition Council
- E-government Center
- National Health Insurance Com-  
pany, National Office of Social  
Insurance, National Bureau of  
Statistics

**Supporters:** USAID Business Regulatory, Investment and Trade  
Environment (BRITE) project, USAID Competitiveness Enhancement  
through Workforce Development and Innovation (CE-WIN) project

### About the Committee

Tax & Legal Committee is con-  
ceived as a place for virtually all  
AmCham members, inasmuch as  
every single company has to com-  
ply with tax and legal provisions in  
force.

Committee members participate  
in Committee events and meet-  
ings, take active roles in the Com-  
mittee's activity, and work on  
topical issues that are relevant  
and significant to businesses,  
thus contributing to the enhance-  
ment of a business and invest-  
ment-friendly tax and regulatory  
framework in Moldova, harmo-  
nized with the best international  
practices.

### Mission Statement

To act as a lobby and advocacy  
group for tax and legislative is-  
sues affecting members, to pro-  
vide a forum for dialogue among  
sector professionals and decision-  
makers in government, to serve  
as an educational forum for  
membership and to facilitate  
the information exchange on  
important tax and legal issues.

### Committee Objectives

- To foster a favorable business  
climate in Moldova by promotion  
of reform and improvement of  
tax and legal framework based  
on best international practices;
- To access the legislative draft-  
ing process at an early stage  
and leverage the opportunity to  
incorporate private sector feed-

- back into key drafts. Show pro-  
active approach in drafting and  
advising on implementation of  
normative acts. Present the pri-  
vate sector support and view on  
rules and procedures, togeth-  
er with recommendations and  
examples of best international  
practices to relevant counterpart  
organizations;
- To raise awareness of member-  
ship on different tax and legal  
issues, as well as bring greater  
understanding of the Moldovan  
tax and regulatory frameworks;
  - To represent the voice of the pri-  
vate sector in the dialogue with  
policy makers on tax and legal  
issues;
  - To address tax and legal issues  
from a group of members rather  
than on individual basis.

# Human Resources Committee

Active since 2008  
37 committee members

### Co-chairs

**Margareta Osovschi,**  
NCH Advisors  
**Diana Doros,**  
Gas Natural Fenosa

### Committee Coordinator

**Elena Buzu,**  
Deputy Director on Finance  
and Administration

### Dialogue partners

- Ministry of Labor
  - Ministry of Health
- Supporters:** National  
Confederation of Employers of  
the Republic of Moldova (CNPM)

### About the Committee

The HR Committee is comprised  
of Human Resource management  
professionals from AmCham Mol-  
dova member companies across all  
industry sectors.

Committee members will work  
together to identify common HR  
related issues, and propose via-  
ble solutions in a collective effort  
to enhance employee satisfaction  
while working within various cor-  
porate guidelines.

HR management profession-  
als in AmCham Moldova member  
companies in good standing will be  
eligible to receive information from  
the committee and participate in  
committee events, take active roles  
in the Committee's activity etc.

### Vision

To be a leader in the development  
of HR policies and programs that  
will encourage a healthy, produc-  
tive workplace for all.

### Mission

- To share experience, know-  
ledge and skills with other  
HR professionals;
- To increase awareness of HR  
throughout the American Cham-  
ber of Commerce Membership;
- To promote the professional de-  
velopment of members through  
exposure to new knowledge,  
skills and information resulting  
in the enrichment of the per-  
sonnel function within Mem-

bers at respective organizations  
and to collectively influence  
labor law and taxation in Mol-  
dova through lobbying and ed-  
ucation.

### Committee objectives

- Strengthening of the advocacy  
activities in the part of improv-  
ing/amending labor legislation  
(esp. Labor Code) to further ex-  
clude the current gaps in the na-  
tional labor regulations;
- Continue being the platform for  
sharing best practices, experi-  
ence, knowledge and skills with  
the HR Community within the  
framework of regular Committee  
meetings.

# Trade and Manufacturing Committee

Active since 2012  
32 committee members

### Committee Coordinator

**Adrian Gheorghita,**  
Deputy Director for Advocacy and Business Development

### Dialogue partners

- Customs Service
- Ministry of Economy
- Economic Council under the Prime Minister
- National Agency for Food Safety

**Supporters:** USAID Business Regulatory, Investment and Trade Environment (BRITE) project, International Finance Corporation/World Bank, International Monetary Fund

### About the Committee

The Committee is conceived not only as a place for manufacturing companies, but also transportation and logistics companies, as well as consulting and other companies involved in activities related to the manufacturing sector.

Committee members participate in Committee events and meetings; take active roles in the Committee's activity, thus contributing to the enhancement of the business and investment-friendly framework in Moldova, harmonized with the best international practices.

### Mission Statement

To share and identify common interests and to serve as a forum for national manufacturing and export/import issues, as well as to act as a representative body and unified voice of the members of the Committee in dialogue with policy and decision-makers for the development of the manufacturing and export/import sector. To serve as an educational forum for membership and to facilitate the information exchange on important manufacturing and export issues.

### Committee Objectives

- Enhance the exchange of information among committee members – the most important players of the market;
- To raise awareness of membership on different manufacturing and export issues, as well as bring greater understanding of the Moldovan regulatory frameworks;
- Establish an open and constructive dialogue with Moldovan policy makers to identify critical issues and show a proactive approach by bringing valuable recommendations to Moldovan manufacturing, export and customs legislation, certification regulations etc.;
- To foster a favorable business climate in Moldova by promoting reform and improvement of the manufacturing and export framework based on best international practices.

# Financial Services Committee

Active since 2011  
16 committee members

### Co-Chairs

**Angela Gladei,**  
General Director,  
Total Leasing & Finance  
**Carmina Vicol,**  
General Director, Prime Capital

### Committee Coordinator

**Adrian Gheorghita,**  
Deputy Director for Advocacy and Business Development

### Dialogue partners

- National Commission for Financial Markets
- National Bank
- Ministry of Finance

**Supporters:** International Finance Corporation/World Bank, European Union Border Assistance Mission to Moldova and Ukraine (EUBAM), EU Delegation

### About the Committee

The Committee is conceived as a place for companies representing the financial industry (e.g. banks, microfinance and leasing companies), but also consulting and other companies involved in activities related to the financial sector.

Committee members participate in Committee events and meetings, take active roles in the Committee's activity, thus contributing to the enhancement of a business and investment-friendly financial regulatory framework in Moldova, harmonized with the best international practices.

### Mission Statement

To enhance the Moldovan financial system by acting as an advocacy group to identify and promote issues related to and in support of the financial services sector, to provide a forum for dialogue among sector professionals and decision-makers in government, as well as to serve as an educational, networking and information exchange forum for the finance community.

### Purpose and Goals

The Committee will work on topical issues which are relevant and significant to businesses. By raising awareness, stimulating development and lobbying for change, it hopes to strengthen the Moldovan financial market and make the Moldovan economy more competitive.

In addition, the focus on the following objectives will be maintained:

- Access the legislative drafting process at an early stage and leverage the opportunity to incorporate private sector feedback into key drafts;
- Proactive approach in drafting and advising on the implementation of financial sector normative acts. Present the private sector support and view on rules and procedures, together with recommendations and examples of best international practices to relevant counterpart organizations;
- Reduction of administrative obstacles in regulations referring to the financial sector;
- Bringing greater understanding of the Moldovan financial system and spreading information about financing opportunities.

# Healthcare Committee

Active since 2011  
9 committee members

Chair

Vladimir Gasnas,  
Sanofi Moldova

Committee Coordinator

Mila Malairau,  
AmCham Executive Director

Dialogue partners:

- Ministry of Health
- National Agency of Medicines and Medical Devices
- Prime minister's Office
- Parliamentary Commission on Social Protection, Health, and Family
- National Health Insurance Company
- Customs Service

Committee Mission

To bring welfare to the Moldovan society through insuring access to qualitative healthcare for all Moldovan people.

Committee General Objectives

- Promote ethical & transparent behavior of pharmaceutical market players in accordance with Global good practice manner;
- Promote further drug safety surveillance for the continuous benefit of the patients;
- Continuously monitor the development of the healthcare market;
- Enhance the exchange of information among committee members – the most important players of the market;
- Establish an open and constructive dialogue with Moldovan policy makers to identify critical issues and to bring valuable recommendations to Moldovan healthcare legislation, certification regulations, customs code, and IPR protections.

# Corporate Social Responsibility Committee

Active since 2007  
20 committee members

Chair

Ludmila Motrescu,  
Gas Natural Fenosa

Committee Coordinator

Elena Buzu,  
Deputy Director on Finance and Administration

Dialogue partners:

- Ministry of Justice
  - Ministry of Finance
  - Audio/Visual Council
- Partners: Association of Advertisement Producers

About the Committee

Committee members participate in Committee events and meetings, take active roles in the Committee's activity, undertake common projects.

Vision

To develop AmCham into a leading organization promoting CSR principles and best practices within the Moldovan business community.

Mission Statement

To encourage and facilitate responsible business practices among AmCham members and to support them to improve the quality and effectiveness of their CSR programs and actions.

Committee Objectives & Goals

- To create a forum for AmCham members to exercise social responsibility in an impacting, sustainable, coherent and visible way;
- To embrace responsibility for the company's actions and encourage a positive impact through its activities on the environment, consumers, employees, communities, stakeholders and all other members of the public sphere;
- To increase awareness on CSR issues and support company's leadership and staff through spreading information, ensuring learning and access to novelties.



Policy / Advocacy

AmCham Moldova represents the interest of the entire membership to make ‘doing-business’ in Moldova easier, more efficient and reliable.

We continuously talk to the decision makers about issues affecting business conduct in Moldova.

Financial Services Committee

Members’ satisfaction with the policy/advocacy efforts and committee activity.

Excellent	27 %
Very good	67 %
Average	6 %

- Dealing with legislation related to data protection with impact on the activity of the financial institutions;
- Militating against the introduction of a supervision fee for the microfinance and leasing companies;
- Commenting the National Accounting Standard “Presentation of Financial Reports of the savings and loan associations, and other nonbanking financial organizations”;
- Providing feedback on the amendments to the Regulation on payment cards;
- Fostering the position of a trustworthy partner for the National Commission for Financial Markets, National Bank of Moldova, Parliamentary Commissions, IFC and other relevant stakeholders.

Issues and Advocacy Efforts

- Providing feedback to the NCFM on the elaboration of the regulations on circulation of securities;
- Advancing the implementation of the Electronic Register of Power of Attorneys;
- Contributing to the improvement of the legal framework regarding the activity of the credit history bureaus;
- Promoting the right of the leasing companies to act as bancassurance agent;
- Collaborating with the Ministry of Justice in terms of implementation of the “pledge reform”, by commenting the draft provisions;
- Raising public awareness and providing the position of the business community regarding the developments on the financial sector (insurance sector, banking sector, capital market, microfinance and leasing industry);
- Calling for the facilitation of authorization/notification regimes, as well as release from the authorization/notification regimes of a series of transactions in foreign currency;
- Ensuring the implementation of the FATCA provisions, accordingly to the signed intergovernmental agreement;
- Providing comments and formulating positions regarding the proposed regulatory framework on Nonbanking Financial Organizations;

Trade & Manufacturing Committee

Members’ satisfaction with the policy/advocacy efforts and committee activity.

Excellent	29 %
Very good	57 %
Average	14 %

Issues and Advocacy Efforts

- Fostering the reform of the customs terminals;
- Advocating for the implementation of the deferred payment of customs duties concept;
- Providing expertise on the draft of the regulation regarding the customs value of goods;
- Communicating with Customs Service to clarify a series of peculiarities on authentication and recognition of the EUR.1 Certificates of Origin; ■■■

- Advocating for the extension of the list of goods approved for temporary admission with total suspension of tax payment;
- Engaging in discussions with Customs Service regarding the liquidation of a series of internal customs posts;
- Assisting public authorities within the process of implementation of the "no drawback" mechanism and diminishing the impact of the provisions on manufacturers;
- Actively promoting the streamlining the internal customs clearance processes through the digitalization;
- Launching discussions with the Ministry of Environment on entrepreneurship issues related to the environmental legal framework;
- Formulating comments and positions to the 2016 Customs Policy;
- Advocating for the enhancement of the international flow of good by elimination of a series of administrative barriers;
- Tackling the challenges of the exporters and transportation companies within the process of VAT refund request;
- Providing feedback on a series of internal customs orders related to the classification of goods, list of documents necessary for customs control, etc.;
- Militating against the implementation of the "actual value" concept;
- Engaging in an active dialogue with Customs Service, Ministry of Finance, and Ministry of Environment, Parliamentary Commissions, EUBAM, IFC and other relevant stakeholders.

Healthcare Committee

Members' satisfaction with the policy/advocacy efforts and committee activity.

Excellent	33 %
Very good	50 %
Average	17 %

Issues and Advocacy Efforts

- Helping to shape a transparent, efficient, and non-discriminatory market for pharmaceuticals, medical equipment and health care services in Moldova;
- Consolidating the position of a reliable partner for the Government, Ministry of Health, Medicines Agency, and other healthcare-related agencies and stakeholders in order to influence health care reform in Moldova;

- Fighting for the predictability of the market regulations by insisting on observance of legislation in force;
- Advocating for better access to qualitative medication through:
  - reforming the mechanism of medicines' selection for compensation from National Company of Health Insurance funds;
  - reforming the procedure of medicines authorization and, thus, diminishing the penetration on Moldovan market of low quality medicines;
  - combating corruption in healthcare domain by promoting ethical and transparent behavior of pharmaceutical market players;
  - advocating for a facilitated import of medical devices in Moldova.
- Communicating regularly with journalists, to better inform the media about various aspects of the regulation of pharmaceutical industry in the Republic of Moldova and its impact on access to medication for Moldova population.

Tax & Legal Committee

Members' satisfaction with the policy/advocacy efforts and committee activity.

Excellent	38 %
Very good	54 %
Average	8 %

Issues and Advocacy Efforts

- Contributing to the improvement of the Tax & Customs Policy for 2016 by providing position papers and engaging in public debates on this matter;
- Issuing comments on the Supreme Court's explanatory decision regulating the interaction between courts on issues related to the examination of those disputes where the parties have concluded an arbitration agreement;
- Providing feedback on matters pertaining to the required information on the founders of the companies;
- Contributing to the improvement of the draft regulatory framework on the sobriety test;
- Militating against implementation of the forced amendments to the Fiscal Code;
- Helping to shape a series of draft laws aimed at reforming the Moldovan judicial system;
- Actively promoting the position of the business community regarding the VAT return mechanism;

- Preparing position papers on draft amendments to the Law on the public system of social insurance;
- Commenting on the draft Declaration Form on Individual Income Tax;
- Providing expertise and militating for the improvement of the Law on accreditation activities and conformity assessment;
- Making recommendations pertaining to the Competition Council's activity;
- Issuing comments regarding the draft Law on consumer protection;
- Advocating for improvement of the regulations on income tax withholding;
- Expressing concerns on the burdensome inspections performed by public authorities;
- Promoting the position of the business community with regard to the Corporate Governance Code;
- Tackling issues surrounding the regulations on tobacco control;
- Actively engaging in the simplification of the national reporting framework;
- Providing comments on the concepts related to the certification of computer information systems and software for control of cash.

- Actively engaging in promoting the necessity of the reform of the childcare leave for children: shorter, better paid, followed by good childcare services;
- Promoting young talents (Young Professionals Program).

HR Committee

Members' satisfaction with the policy/advocacy efforts and committee activity.

Excellent	67 %
Very good	33 %

Issues and Advocacy Efforts

- Providing comments and formulating positions to labor legislation, including the new amendments of the Labor Code;
- Fostering regular dialogue with the Ministry of Labor;
- Communicating the position of the business community related to the law on inclusion of disabled people about the necessity to change some of the current amendments;
- Advocating for the promotion of the draft law on fulfillment of some sporadic and unqualified activities by daily workers, aiming at diminishing the phenomenon of informal work and ensure the rights of daily workers;
- Militating for modernizing Moldova's employment record system;

# Advocacy Highlights 2015

AmCham Moldova highlights its efforts on Business Activity Regulation, Taxation, Financial Services, Manufacturing and Trade, and Healthcare undertaken in 2015.  
Romanian version:

Februarie

## Reglementarea afacerilor Drepturile consumatorului la încheierea contractelor în vizorul AmCham

AmCham Moldova a avizat Proiectul Legii cu privire la drepturile consumatorilor la încheierea contractelor, prin care se solicită evitarea paralelismelor din sistemul național legislativ și transpunerea uniformă a Directivei Europene în vederea corelării tuturor actelor legislative și normative din domeniu.

## Comentariile AmCham cu referire la Regulamentul controlului treziei

AmCham Moldova a prezentat Avizul asupra proiectului Hotărârii de Guvern cu privire la aprobarea Regulamentului controlului treziei. În acest context, au fost studiate prevederile primare, materiale și procedurile de reglementare a activității de întreprinzător. Normele invocate nu doar că reglementează activitatea de întreprinzător, dar și generează costuri semnificative pentru mediul de afaceri. Regulamentul prevede că conducătorii de vehicule sunt supuși controlului treziei după eliberarea foii de parcurs, normă care poartă caracter primar, fiind o obligație impusă agenților economici. Îngrijorarea majoră a AmCham constă în lipsa comunicării interministeriale la etapa elaborării și adoptării actelor normative.

## Servicii financiare

### AmCham a conlucrat la îmbunătățirea proiectului Hotărârii de Guvern privind crearea Registrului garanțiilor reale mobiliare

În cadrul procesului de consultare publică a Proiectului de Hotărâre de Guvern privind crearea Registrului garanțiilor reale mobiliare, AmCham Moldova a adresat o serie de comentarii și recomandări Ministerului

Justiției în vederea îmbunătățirii textului proiectului de act normativ. Proiectul urmează să asigure funcționarea registrului garanțiilor reale mobiliare, prin elaborarea cadrului normativ, în vederea sporirii credibilității debitorilor și siguranței creditorilor. În viziunea AmCham, textul proiectului trebuia expus astfel încât să garanteze tranziția la noul registrul, iar aplicarea ulterioară a acestuia să excludă interpretarea eronată sau crearea ambiguităților.

### AmCham încurajează racordarea cadrului legal autohton la prevederile FATCA

AmCham a adresat o scrisoare autorităților publice în vederea încurajării promovării amendamentelor de racordare a cadrului legislativ național la dispozițiile Acordului de Cooperare între Guvernul Republicii Moldova și Guvernul SUA, acord ce presupune facilitarea implementării prevederilor FATCA (acronimul legii SUA denumită „Actul privind îndeplinirea obligațiilor fiscale a conturilor străine”). AmCham, de asemenea, a solicitat clarificarea unei serii de echivocități din textul Acordului, fapt ce ar asigura conformarea uniformă a băncilor comerciale la prevederile FATCA. Dispozițiile FATCA prevăd raportarea de către instituțiile financiare străine a informației relevante privind conturile bancare deținute de contribuabili americani sau entități străine cu acționariat format în mod substanțial din contribuabili americani către Autoritatea Fiscală Americană (IRS).

### Prelucrarea datelor cu caracter personal în sistemul financiar-bancar în atenția AmCham

Conform Planului de Activități al Centrului Național pentru Protecția Datelor cu Caracter Personal pentru anul 2014, autoritatea publică urma să elaboreze linii directorii în ceea ce privește prelucrarea datelor cu caracter personal în sectorul bancar. Astfel, AmCham Moldova a adresat o serie de comentarii și recomandări Centrului Național pentru Protecția Datelor cu Caracter Personal în vederea îmbunătățirii textului proiectului de act normativ.

Martie

## Reglementarea afacerilor Recomandările comunității de business pentru eliminarea constrângerilor în desfășurarea afacerilor, în atenția Prim-ministrului Republicii Moldova, Chiril Gaburici

La 6 aprilie 2015, AmCham Moldova a participat la o întrevedere cu șeful executivului pentru a prezenta „Recomandările comunității de business pentru eliminarea constrângerilor în desfășurarea afacerilor”. Autorii documentului fiind Camera de Comerț Americană din Moldova, Asociația Businessului European și Asociația Investitorilor Străini. La elaborarea recomandărilor s-a ținut cont de opinia majorității investitorilor străini ce activează în Republica Mol-

dova, astfel încât propunerile respective să contribuie la suplinirea veniturilor bugetare, sporirea asistenței sociale, majorarea salariilor și finanțarea proiectelor de infrastructură. Premierul a reiterat deschiderea Guvernului pentru o colaborare eficientă cu toți partenerii, îndemnându-i să se implice activ în acest proces.

Părțile au susținut, de comun acord, că printre cele mai stringente probleme sunt: necesitatea respectării legislației privind transparența decizională, perfecționarea cadrului de reglementare a legislației muncii, reforma justiției, precum și elaborarea mecanismelor de soluționare a litigiilor dintre stat și investitor.

### Proiectul politicii fiscale și vamale pentru anul 2015 – în atenția AmCham Moldova

În pofida faptului că procesul consultărilor publice pe marginea proiectului politicii fiscale și vamale pentru 2015 a fost unul tardiv și netransparent, AmCham consideră că oricum s-a reușit să se introducă mai multe modificări pozitive. În același timp, rămân actuale o serie de norme care, în opinia AmCham, necesită revizuire sau excludere, iar în lipsa Analizei Impactului de Reglementare obligatorie nu poate fi estimat impactul net al acestora.

### AmCham a avizat proiectul Legii asigurărilor sociale de stat pentru 2015

AmCham Moldova și-a prezentat comentariile cu referire la proiectul de lege privind Asigurările sociale de stat pentru anul 2015. În acest context, s-au operat mai multe modificări și propuneri, ce vizează contribuția asigurărilor sociale, calcularea și achitarea acestora de către angajator. De asemenea, a fost propusă o modificare prin care angajatorii din agricultură pot beneficia de o facilitare la contribuțiile de asigurări sociale calculate de la fondul de salarizare și la alte recompense pentru tot personalul unității economice.

### AmCham recomandă asigurarea publicării informației despre fondatorii societăților comerciale

AmCham și-a exprimat îngrijorarea cu privire la tardivitatea procesului publicării informațiilor despre fondatorii companiilor, care urma să fie accesibilă terților de la 1 aprilie 2015. Este salutară intenția Prim-ministrului de a accelera implementarea componentei ce ar asigura publicarea acestor date, precum și dezvoltarea procesului de publicare a informațiilor cu caracter public privind agenții economici pe portalul datelor deschise pe [www.date.gov.md](http://www.date.gov.md). În această ordine de idei, AmCham a adus exemplul legislației și practicii Uniunii Europene, unde caracterul public al datelor privind actele de constituire ale societăților comerciale este consfințit de existența registrelor comerciale și posibilitatea de accesare gratuită a acestora în regim on-line.

### Proiectul de HE a Plenului CSJ cu privire la interacțiunea instanțelor de judecată la soluționarea unor chestiuni în cadrul examinării litigiilor în care părțile au încheiat convenția de arbitraj

AmCham Moldova a venit cu propuneri de îmbunătățire la proiectul Hotărârii Explicative a Plenului Curții Supreme de Justiție cu privire la interacțiunea instanțelor de judecată la soluționarea unor chestiuni în cadrul examinării litigiilor în care părțile au încheiat convenția de arbitraj. În aviz au fost expuse comentariile prin care AmCham își dorește asigurarea aplicării uniforme și echitabile a normelor juridice de către instanțele judecătorești.

### AmCham Moldova: „Scopul nu scuză mijloacele” – au fost relansate consultările publice pe marginea proiectului de lege privind controlul tutunului

AmCham Moldova și EBA Moldova și-au exprimat îngrijorarea în legătură cu Proiectul de lege nr. 35 privind modificarea și completarea unor acte (privind controlul tutunului) aprobat de către Parlamentul Republicii Moldova în prima lectură pe data de 18 iulie 2014. Proiectul de lege vizat stabilește o serie de noi reglementări, interdicții și restricții, care presupun modificarea esențială a condițiilor de activitate în domeniul producerii, prelucrării, fabricării și comercializării produselor din tutun. În adresarea sa, AmCham Moldova și-a exprimat îngrijorarea privind atitudinea Ministerului Sănătății la elaborarea proiectului de lege, care a ignorat integral dialogul cu sectorul privat în domeniul tutunului.

## Servicii financiare

### Opinia AmCham vis-a-vis de proiectul de lege privind modificarea legii cu privire la birourile istoriilor de credit

AmCham a subliniat dezacordul în partea ce ține de obligarea tuturor instituțiilor financiare bancare și nebancale, care acordă credite și împrumuturi – surse de formare a istoriei de credit, de a prezenta informațiile la cel puțin un birou al istoriilor de credit. Asociația consideră că relațiile dintre diferiți actori în cadrul sistemului de raportare creditară trebuie să funcționeze pe norme constituționale, pe baza principiului reciprocității, astfel încât afilierea și relațiile comerciale cu biroul să fie voluntare, garantându-se autonomia entităților implicate.

### AmCham a atenționat CNA vizavi de ambiguitățile din legislația cu privire la prevenirea și combaterea spălării banilor

AmCham a adresat o scrisoare Centrului Național Anticorupție în vederea abordării unei serii de incertitudini în procesul de conformare a participanților profesioniști la piața financiară nebancaară, la legislația



privind prevenirea și combaterea spălării banilor și finanțării terorismului. AmCham a recomandat organizarea unei întrevederi între reprezentanții companiilor membre ale Asociației Patronale și reprezentanții Centrului Național Anticorupție, a Comisiei Naționale a Pieței Financiare și altor autorități și instituții de profil, în cadrul căreia ar fi identificată soluția pentru situația descrisă în adresare.

## Producere și comerț

### Tergiversarea operațiunilor de vămire în vizerul AmCham Moldova

AmCham Moldova a expediat o scrisoare Serviciului Vamal în care a abordat două subiecte tehnice: practica colaboratorilor vamali din cadrul posturilor interne de a solicita scrisorile de trăsură ștampilate la posturile vamale de frontieră și practica colaboratorilor vamali de a solicita certificate de origine și invoice-urilor ștampilate la posturile vamale de frontieră. AmCham a încurajat Serviciul Vamal să analizeze oportunitatea eliminării obligativității prezentării în original

și ștampilării CMR-urilor, invoice-urilor, la frontieră, în cazurile când mărfurilor urmează a le fi aplicat regimul vamal de tranzit intern. AmCham și-a exprimat disponibilitatea de a dezbate opțiunile de soluționare pentru situațiile descrise în cadrul unei întâlniri.

## Sănătate

### Transparența procesului decizional în achiziționarea de stat a medicamentelor – opțiunile propuse de AmCham Moldova

La 4 martie 2015, AmCham a adresat Ministerului Sănătății o serie de comentarii la Proiectul Hotărârii Guvernului cu privire la modificarea și completarea Regulamentului privind achiziționarea de medicamente și alte produse de uz medical pentru necesitățile sistemului de sănătate. AmCham a salutat inițiativa Ministerului Sănătății de îmbunătățire a mecanismul de achiziționare de medicamente și alte produse de uz medical în scopul asigurării livrărilor continue, dar a solicitat și îndeplinirea procedurilor legale ce asigură transparența procesului decizional.

— Aprilie —

## Reglementarea afacerilor

### AmCham Moldova susține dezvoltarea e-serviciilor publice

„AmCham și-a exprimat susținerea pentru procesul de digitalizare a serviciilor publice, în special a celor care impulsionează dezvoltarea mediului de afaceri”, se arată într-o scrisoare expediată Prim-ministrului, Chiril Gaburici. Prin crearea condițiilor propice dezvoltării mediului de afaceri prin intermediul digitalizării serviciilor publice, Republica Moldova s-ar transforma într-un stat modern, performant, interactiv în baza utilizării tehnologiei informației și comunicațiilor. La momentul actual, o serie de registre publice oferă servicii informaționale persoanelor juridice prin intermediul acceselor în bază de utilizator și parole pe pagini web. Deoarece aceste registre publice sunt în faza integrării în platforma de interconectare a e-Gov – MConnect, o soluție vizibilă și logică ar fi conectarea directă a persoanelor juridice interesate la sistemul MConnect, pentru un acces rapid, sigur și continuu la toate serviciile publice informaționale, doar printr-un singur canal informațional. De asemenea, AmCham și-a exprimat interesul să susțină în continuare procesul de dezvoltare a e-serviciilor, atât prin îmbunătățirea continuă a celor existente, cât și prin accesarea consolidată a registrelor publice electronice.

## Servicii financiare

### AmCham s-a pronunțat asupra subiectului facilitării regimurilor de autorizare/notificare a tranzacțiilor de capital aferente angajamentelor externe

În contextul consultărilor publice a unei serii de amendamente la Legea privind reglementarea valutară, AmCham a propus analizarea oportunității prin care creditele să fie acordate de către rezidenți nerezidenților printr-un proces simplificat și digitalizat de obținere a autorizării. De asemenea, recomandarea prevede și revizuirea proceselor de raportare ulterioară, cât și revizuirea intenției BNM privind introducerea sub regim de notificare a împrumuturilor/creditelor primite de către rezidenți de la nerezidenți în cadrul împrumuturilor/creditelor aferente investițiilor directe.

## Producere și comerț

### AmCham a comentat propunerea Serviciului Vamal privind optimizarea posturilor vamale interne

AmCham a salutat lansarea dezbaterilor privind reorganizarea posturilor vamale interne prin eliminarea posturilor care nu corespund infrastructurii, amplasării geografice nepotrivit poziționate și care au o rată de eficiență redusă. În același timp, AmCham a recomandat revizuirea listei posturilor vamale interne care trebuie eliminate, luând în considerare nu doar bugetul autorității vamale, dar și mediul de afaceri, asigurând o abordare personală pentru fiecare post vamal. Reducerea numărului de posturi vamale interne trebuie efectuată cu atenție, chiar dacă aceasta este argumentată prin digitalizarea proceselor de vămire, mărirea numărului de beneficiari ai procedurilor simplificate de vămire, precum și îmbunătățirea sistemului de analiză a riscu-

rilor, deoarece reforma are o aplicabilitate redusă. Aceste modificări se vor răsfrânge direct asupra costurilor aferente vămuirii mărfurilor, suportate de mediul privat de afaceri. Agenții economici vor fi nevoiți să efectueze deplasări zilnice la birourile vamale din regiune, cele mai apropiate geografic, pentru perfectarea actelor și procedurilor de vămire, autentificarea certificatelor de origine și alte formalități.

— Iunie —

## Reglementarea afacerilor

### AmCham solicită furnizarea deplină a informațiilor despre fondatorii companiilor

AmCham și-a exprimat îngrijorarea cu privire la tardivitatea publicării informațiilor despre fondatorii companiilor din Registrul de Stat și din actele de constituire, care urmau a fi accesibile de la 1 aprilie 2015.

Publicarea numelui și prenumelui fondatorilor este importantă pentru integrarea treptată a companiilor moldovenești în circuitul economic european. Or, în contextul aderării Republicii Moldova la Zona de Liber Schimb cu Uniunea Europeană, stabilirea de noi parteneriate cu întreprinderi din UE este greu de conceput fără un acces liber și deschis la cât mai multă informație despre companiile înregistrate în Moldova, lucru care contribuie la încrederea reciprocă dintre potențialii parteneri.

### AmCham Moldova pledează pentru perfecționarea Codului Muncii

Ministerul Muncii, Protecției Sociale și Familiei a fost notificat de AmCham Moldova privind o serie de aspecte stringente de modificare a Codului Muncii. În particular, AmCham a înaintat propuneri de eficientizare a relațiilor de muncă, în contextul transpunerii în Republica Moldova a Directivei ce obligă angajatorul să informeze salariații asupra condițiilor aplicabile contractului sau raportului de muncă.

Un exemplu de imperfecțiune a legislației muncii ar fi că mediul de afaceri și investitorii străini evită proiecte investiționale pe termen scurt și mediu, întrucât angajarea pe o perioadă nedeterminată (în cazul unor proiecte pe termen determinat) nu este logică și cel puțin nesigură din aspect financiar.

## Servicii financiare

### AmCham Moldova își exprimă îngrijorarea privind o serie de proiecte legislative propuse de Comisia Națională a Pieței Financiare (CNPF)

Potrivit experților Comitetului pentru Servicii Financiare din cadrul AmCham, normele propuse de CNPF (Comisia Națională a Pieței Financiare) sunt în detri-

## Asigurări

### AmCham a comentat Legea nr.489 cu privire la sistemul public de asigurări sociale

AmCham a venit cu propuneri și modificări de îmbunătățire la proiectul pentru modificarea și completarea Legii nr. 489 – XIV din 08 iulie 1999 ce ține de sistemul public de asigurări sociale, urmărind îmbunătățirea cadrului de asigurări în Republica Moldova.

mentul dezvoltării și evoluției industriei de creditare nebanară. Așadar, ar urma o creștere a poverii regulatorii și birocratizarea excesivă a activității organizațiilor de microfinanțare și a companiilor de leasing, prin implementarea unei serii de reglementări prudențiale caracteristice instituțiilor de depozitare, propuneri contrare recomandărilor elaborate de experții Băncii Mondiale și a Corporației Financiare Internaționale.

### AmCham Moldova confirmă situația de pe piața asigurărilor din țară

Iminența suspendării R. Moldova din sistemul internațional de asigurare auto „Cartea Verde” reprezintă unul din riscurile imediate pentru declanșarea unei crize în sectorul asigurărilor. Republica Moldova, în calitate de membru în cadrul sistemului, este condiționată de achitarea promptă a despăgubirilor în dosarele de daună internațională. Prin urmare, orice tergiversare privind neonorarea obligațiilor contractuale față de asiguratorii externi din partea asiguratorilor naționali (cu drept de emiterie a polițelor de asigurare „Cartea Verde”), expune întreg sectorul la riscul de imposibilitate a emiterii ulterioare a polițelor de asigurare auto internaționale.

În condițiile în care asigurările auto „Cartea Verde” reprezintă cca. 1/4 din totalul portofoliului de asigurări, excluderea veniturilor pe baza primelor subscrise din acest tip de polițe de asigurare ar pune în pericol activitatea companiilor, ceea ce ar duce la:

- o răsfrângere negativă asupra nivelului de solvabilitate sistemică;
- pierderi înregistrate pe acest segment de piață;
- scumpirea altor servicii facultative din portofoliul companiilor de asigurare, fenomen nefast atât pentru piața asigurărilor, cât și pentru societate;
- scumpirea costului călătoriilor în străinătate (aproximativ de 3 ori), atât pentru cetățeni, cât și pentru industria transporturilor (întrucât aceștia vor fi nevoiți să procure polițe de asigurare la punctele de intrare în țările vecine).

### AmCham Moldova reiterează necesitatea realizării reformei gajului

AmCham a venit cu o serie de argumente în favoarea oferirii posibilității creditorilor de a-și înregistra propriile creanțe garantate. În mod particular, AmCham a



remarcat faptul că astfel s-ar eficientiza și s-ar diminua costul de acordare a creditelor gajate cu bunuri mobile

## Producere și comerț

### AmCham și-a expus temerile cu privire la netransparența modificărilor legislației

Camera de Comerț Americană din Moldova și Asociația Businessului European din Moldova și-a exprimat îngrijorarea cu privire la procesul netransparent de adoptare în a doua lectură a proiectului cu privire la controlul tutunului. În raportul pentru prima lectură al proiectului de lege, Comisia Economie, Buget și Finanțe a menționat despre „necesitatea unei analize repetate a impactului de reglementare și examinarea de comun cu reprezentanții ministerelor economiei și al finanțelor pentru identificarea consecințelor de ordin economic și cu impact asupra mediului de afaceri și ale bugetului de stat și de a nu admite trecerea businessului cu țigările și produsele din tutun din oficial în tenebre”.

Spre regret, în detrimentul obiectivului de transparență a procesului decizional și al normelor de creație și tehnică legislativă, comisiile parlamentare sesizate în fond, ministerele de resort, precum și reprezentanții mediului de afaceri per ansamblu, inclusiv și asociațiile patronale, AmCham Moldova și EBA Moldova, au fost excluse din procesul de consultare.

### AmCham a propus implementarea unor facilități în cazul introducerii utilajului destinat producerii bunurilor exclusiv pentru export

AmCham Moldova a propus analiza oportunității extinderii listei mărfurilor căror li se acordă regimul vamal

de admitere temporară cu suspendarea totală de la plata drepturilor de import pentru mașini și utilaj industrial destinate producerii bunurilor pentru export.

Potrivit AmCham, extinderea listei bunurilor cu utilaj și mașini de producere, supuse plasării sub regimul de admitere temporară cu suspendarea totală de la plata drepturilor de import, nu ar afecta negativ bugetul statului, dar în același timp este de natură să reducă costurile de desfășurare a activității de producere a bunurilor destinate exclusiv exporturilor, ar impulsiona comerțul transfrontalier și ar dezvolta un climat investițional atractiv, cât și ar influența pozitiv balanța de plăți a Republicii Moldova.

### AmCham a recomandat implementarea conceptului de amânare a achitării drepturilor de import

Instituirea mecanismului de amânare a plății drepturilor de import se argumentează prin analiza practicii europene. Astfel, procedura respectivă este în deplină concordanță cu prevederile „Convenției de la Kyoto revizuită”, cât și cu normele legislative ale Uniunii Europene. Beneficiile procedurii ar deveni evidente pentru agenții economici, permițându-le să amâne plata taxelor vamale pe o perioadă determinată, optimizându-se astfel fluxul de bunuri și financiar, accelerându-se inclusiv procesul de vămuire atât în favoarea agenților economici cât și a Serviciului Vamal.

imediată a autorităților publice în vederea curmării respectivelor practici, pentru că ele ar putea frâna dezvoltarea economică a țării.

### AmCham este preocupată de aplicarea neuniformă a legislației la efectuarea majorării de capital la SRL-uri

AmCham Moldova a semnalat Ministerului Justiției și Camerei Înregistrării de Stat (CÎS), printr-o scrisoare, despre aplicarea neuniformă a legislației de către CÎS la efectuarea majorării de capital a societăților cu răspundere limitată.

Astfel, AmCham Moldova a prezentat o serie de argumente, demonstrând legalitatea mecanismului majorării capitalului social din contul creanțelor, totodată reamintind autorităților despre efectele nefaste ale aplicării neuniforme a legislației asupra mediului investițional din țară.

### Notificările AmCham pe marginea proiectului de modificare și completare a legii cu privire la protecția consumatorului

AmCham a comentat proiectul de lege propus de Ministerul Economiei privind protecția consumatorului, înaintând o serie de propuneri de îmbunătățire a proiectului de lege. Astfel, AmCham susține armonizarea legislației la Acquis-ul comunitar, însă pentru asigurarea unui cadru legal adecvat Republicii Moldova, este stringent de a evita paralelismele legislative, iar legislația să fie racordată la cerințele actuale, respectând principiul previzibilității.

## Servicii financiare

### Completările AmCham cu referire la racordarea cadrului legal autohton la prevederile FATCA

AmCham Moldova a adresat Ministerului Finanțelor comentariile față de racordarea cadrului legal autohton la prevederile Actului privind îndeplinirea obligațiilor fiscale ale conturilor străine (FATCA).

Astfel, AmCham Moldova aduce contribuția sa la revizuirea proiectului de lege în vederea implementării și aplicării „Acordului de Cooperare între Guvernul Republicii Moldova și Guvernul Statelor Unite ale Americii pentru facilitarea implementării prevederilor Actului privind îndeplinirea Obligațiilor Fiscale a Conturilor Străine”. De asemenea, Camera de Comerț Americană din Moldova a înaintat către Ministerul Finanțelor o serie de recomandări complementare, menite să îmbunătățească legislația din domeniu.

## Fiscalitate

### AmCham s-a expus pe marginea propunerii de amendare a mecanismului de reținere a impozitului pe venit din plățile către angajați

AmCham a înaintat Inspectoratului Fiscal Principal de Stat comentariile și recomandările sale pe marginea proiectului Hotărârii de Guvern privind modificarea și completarea Regulamentului cu privire la reținerea impozitului pe venit din salariu și din alte plăți efectuate de către patron în beneficiul angajatului, precum și din plățile achitate în folosul persoanelor fizice care nu practică activitate de întreprinzător pentru serviciile prestate și/sau efectuarea de lucrări.

Acest aviz este îndreptat spre perfecționarea proiectului, în general, și a regulamentului cu privire la reținerea impozitului pe venit din salariu, în special.

### AmCham a solicitat relansarea inițiativei legislative de modificare și completare a Codului Fiscal

AmCham Moldova a solicitat Ministerului Finanțelor relansarea inițiativei legislative de modificare și

completare a Codului Fiscal pentru introducerea perioadei fiscale privind impozitul pe venit.

Acest proiect de lege ar ușura sarcina fiscală a agenților economici, în special, a întreprinderilor cu capital străin din Republica Moldova, dar și a viitorilor investitori. Relansarea și promovarea proiectului dat ar asigura un mediu juridic stabil, previzibil și favorabil pentru dezvoltarea armonioasă a afacerii - factor important pentru stimularea unei creșteri economice durabile. În viziunea AmCham Moldova, proiectul de lege este oportun pentru dezvoltarea condițiilor optime pentru atragerea investițiilor străine.

## Resurse umane și educație

### „Modernizarea sistemului de evidență a activității de muncă a salariaților în Moldova” – reformă pusă în discuție de AmCham și Echipa Economică Germană

Camera de Comerț Americană, în parteneriat cu Echipa Economică Germană, a organizat la 15 octombrie o masă rotundă cu genericul „Modernizarea sistemului de evidență a activității de muncă a salariaților în Moldova”.

La masa rotundă s-a discutat conceptul reformei de modernizare a sistemului de evidență a activității de muncă, punându-se accentul pe discutarea poziției delegaților din instituțiile guvernamentale, sectorul privat, precum și a reprezentanții angajaților.

Evenimentul a fost organizat în cheia modernizării sistemului de evidență a activității de muncă a salariaților din țară.

## Producere și comerț

### AmCham despre Proiectul cu privire la valoarea în vamă a mărfurilor

AmCham Moldova a înaintat Serviciului Vamal și altor instituții vizate comentarii față de Proiectul de Hotărâre de Guvern privind aprobarea Regulamentului de aplicare a dispozițiilor cu referire la valoarea în vamă a mărfurilor. Astfel, AmCham Moldova a prezentat o serie de considerente, care evocă lipsa argumentelor justificative privind necesitatea elaborării unui nou act normativ ce ar reglementa procedura de determinare a valorii în vamă, în condiția în care actuala redacție a Hotărârii Guvernului nr. 600 a fost modificată în mod esențial recent, în decembrie 2013.

Camera de Comerț Americană din Moldova, deși declară necesară introducerea prevederilor normative privind conceptul de respectare a dreptului agentului economic de a dispune de mărfuri în libera circulație, excluderea formularului DVV-2, considerarea reducerilor comerciale, evaluarea testerelor, remarcă că nu este necesar să fie aprobat un alt act normativ, ci este suficient să fie operate modificările de rigoare în actul normativ în vigoare. ■■■

În acest context, AmCham pledează pentru principiile consecvenței și stabilității normelor juridice.

### Condițiile de vămuire în atenția AmCham

AmCham Moldova s-a adresat Serviciului Vamal cu o serie de subiecte: înăsprirea condițiilor și procedurilor de vămuire, tergiversarea procedurii de certificare a originii produselor autohtone, liberalizarea competenței teritoriale a organelor vamale. Camera de Comerț Americană și-a expus preocuparea vizavi de faptul că în ultima perioadă s-a atestat o amplificare a controalelor vamale de documentare și fizice, în circumstanțele în care volumul exporturilor și importurilor înregistrează o evoluție descendentă.

În acest sens, este imperativă facilitarea procedeeelor vamale, nu crearea de noi bariere. De asemenea, AmCham Moldova reiterează importanța participării mediului de afaceri în procesul de elaborare a legislației în domeniu.

### AmCham solicită promovarea proiectului Legii Poștei

AmCham Moldova a solicitat Ministerului Tehnologiei Informației și Comunicațiilor al Republicii Moldova relansarea și promovarea inițiativei legislative cu privire la adoptarea Legii Poștei. Adoptarea legii noi este necesară atât pentru autoritățile statului, cât și pentru ramura serviciilor poștale.

Potrivit AmCham Moldova, legea dată nu corespunde cerințelor actuale, fapt ce nu permite realizarea obligației statului de garantare a funcționării serviciului poștal în conformitate cu actele UPU (Uniunii Poștale Universale). Promovarea proiectului de lege ar asigura liberalizarea treptată și contro-

lată a pieței și ar elimina vidul legislativ, asigurând cetățenii și mediului de afaceri cu un serviciu poștal universal, conform dezideratelor naționale și comunitare.

## Sănătate

### Modificările propuse de AmCham la legea privind persoanele cu dizabilități

AmCham Moldova a propus o serie de recomandări și completări în vederea îmbunătățirii legii privind incluziunea socială a persoanelor cu dizabilități. Modificarea legii per ansamblu reprezintă o oportunitate, în special, în privința deficiențelor în aplicare pentru sectorul privat.

În acest context, Camera de Comerț Americană opinează că este necesar de modificat cadrul normativ/legislativ în redacția actuală, cel puțin sub aspectul excluderii obligativității angajării persoanelor cu dizabilități în sectorul privat. AmCham consideră drept absolută și arbitrară raportarea procentului de angajați cu dizabilități la numărul total al angajaților entității/întreprinderii, deoarece, datorită specificului muncii sau al condițiilor de muncă, nu toate funcțiile sau posturile de la o întreprindere pot fi deținute sau ocupate de persoanele cu dizabilități. Din acest motiv, este echitabil și corect ca proporția să se raporteze nu la numărul total de angajați, ci la numărul de posturi de muncă care, potențial, ar putea fi ocupate de persoanele cu dizabilități.

AmCham a propus recomandările și completările enunțate în vederea îmbunătățirii legislației în domeniu atât pentru persoanele cu dizabilități, cât și pentru angajatori.

principiu pe subiectele conflictuale și să promoveze proiectul.

Controalele de stat: s-a discutat despre necesitatea modificării Legii 131/2012 privind controlul de stat asupra activității de întreprinzător, în vederea limitării acțiunilor nejustificate/abuzive ale organelor de control și reducerea competențelor în vederea controalelor inopinate.

Taxe-drawback: s-a menționat necesitatea evitării pierderilor pentru investitori odată cu punerea în aplicare din 1 ianuarie 2016 a Protocolului II din cadrul Acordului de Asociere RM-UE, ce conține prevederi vizavi de imposibilitatea beneficiarii de scutiri de la plata taxelor vamale pentru componentele neoriginare în cazul produselor ce urmează a fi exportate în UE.

Obstacolele în desfășurarea afacerilor: s-au abordat cazuri concrete a companiilor în care autoritățile statului, fie prin lipsa intervenției sau intervenției abuzive, au participat la dezvoltarea concurenței neloiale și au îngreunat desfășurarea afacerii. Ministerul Economiei și asociațiile au convenit asupra formării unui grup de

lucru în cadrul ministerului, care să se convoace o dată pe săptămână, în vederea examinării proiectelor de acte legislative și normative prioritare pentru mediul de afaceri și care au nevoie de o impulsioneare mai mare din partea Ministerului Economiei.

### Întrunire de lucru a Camerei Americane de Comerț cu Ministrul Justiției

Camera Americană de Comerț din Moldova a participat la întrunirea de lucru cu Ministrul Justiției, Vladimir Cebotari. În cadrul reuniunii au fost discutate mai multe subiecte și problematici importante privind reglementarea și desfășurarea activității de întreprinzător. Astfel, au fost abordate o serie de teme, printre care:

Legea cu privire la SRL: membrii AmCham Moldova au constatat că Camera Înregistrării de Stat nu admite convertirea creanțelor în capitalul social al societăților cu răspundere limitată, excedând prevederile Legii SRL, fapt ce constituie o îngrădire neîntemeiată a activității de întreprinzător și discriminare a investițiilor, încălcându-se prevederile constituționale și ale Legii nr. 81 cu privire la investițiile în activitatea de întreprinzător.

Registrul Garanțiilor Reale Mobiliare (RGRM): s-a discutat despre oportunitatea de a oferi creditorilor instituționali (bănci comerciale, organizații de microfinanțare și companii de leasing) posibilitatea de a opera în calitate de operatori activi, cu dreptul de a înregistra propriile creanțe gajate. Suplimentar, reprezentanții AmCham au remarcat necesitatea finalizării „reformei gajului”, prin lansarea unui sistem operațional nou.

Legea Publicității: s-a enunțat necesitatea promovării noii legi cu privire la publicitate. Conform Planului de acțiuni al Guvernului, a fost asumată liberalizarea spațiului mediatic și garantarea libertății de exprimare prin promovarea noilor versiuni ale legii publicității și legii presei, Ministerului Justiției fiindu-i delegată misiunea de a realiza obiectivele date (termenul-limită: trimestrul I, 2014).

Ministrul Justiției, la rândul său, a susținut inițiativele AmCham orientate spre îmbunătățirea cadrului legislativ și normativ din țară. Mai mult, Vladimir Cebotari și-a exprimat intenția de formare a unui grup de lucru comun pentru evaluarea situației actuale în domeniul controlului de stat asupra activității de întreprinzător, grup care va formula propuneri concrete și remedii necesare pentru soluționarea problemelor existente în acest domeniu.

## Servicii financiare

### Recomandările AmCham față de proiectul de lege cu privire la Biroul Istoriilor de Credit

AmCham a propus o serie de recomandări Comisiei Naționale a Pieței Financiare, prin care susține proiectul de lege privind Biroul Istoriilor de Credit. În avizul adresat Vicepreședintelui Consiliului de

Administrație a CNPF, AmCham Moldova s-a expus asupra amendamentelor propuse la legea birourilor istoriilor de credit.

În acest sens, AmCham a venit cu o serie de recomandări privind îmbunătățirea cadrului de reglementare și crearea premiselor pentru dezvoltarea sectorului financiar.

### AmCham s-a expus vizavi de instituirea taxei de supraveghere pentru organizațiile de creditare nebancale

AmCham a prezentat comentariile pe marginea proiectului de lege privind instituirea taxei de supraveghere pentru sectorul organizațiilor de creditare nebancale (OCN), propus de către Comisia Națională a Pieței Financiare (CNPF) și a relevat detaliat argumentele privind introducerea taxei de supraveghere pentru sectorul dat, în mărime de până la 0,01 la sută din volumul creditelor nebancale acordate și leasingului financiar înregistrat, dar nu mai mult de 50000 MDL.

În avizul adresat Vicepreședintelui CNPF, Iurie Filip, AmCham Moldova constatare că efectivul de personal destinat supravegherii sectorului OCN este supraevaluat. Adițional, se consideră nejustificată alocarea unui buget echivalent cu 80% din fondul de retribuție a salariaților pentru cheltuieli de încadrare și formare profesională.

În acest context, AmCham Moldova susține că calcularea valorii maxime a taxei trebuie să fie raportată la situația social-economică din țară.

## Fiscalitate

### AmCham a propus îmbunătățirea mecanismului de restituire a TVA-ului

Camera de Comerț Americană din Moldova, printr-o scrisoare adresată ministrului finanțelor, Anatol Arapu, s-a expus în privința Proiectului Hotărârii Guvernului privind restituirea taxei pe valoare adăugată. Printre recomandările enunțate se regăsesc: amendarea noțiunii de active materiale pe termen lung, în conformitate cu noile Standarde Naționale de Contabilitate (SNC), excluderea prevederilor care se suprapun și amendarea tipurilor de cheltuieli care ar putea fi incluse în investiții capitale prin listarea mai multor genuri de cheltuieli compatibile cu noțiunea de investiții capitale.

Astfel, AmCham Moldova urmărește îmbunătățirea Hotărârii, în general, dar și a Regulamentului privind restituirea taxei pe valoarea adăugată, în particular.

### AmCham s-a expus asupra proiectului de lege privind Serviciul Fiscal de Stat

AmCham a înaintat Inspectoratului Fiscal Principal de Stat poziția sa privind modificarea și completarea regulamentului cu privire la reținerea impozitului pe

## Reglementarea afacerilor

### Ministerul Economiei a organizat o întrevvedere cu asociațiile de investitori din Moldova

Ministrul Economiei a invitat reprezentanții asociațiilor de business, printre care și AmCham, la o sesiune de dialog.

În cadrul întâlnirii, AmCham a pus în discuție următoarele subiecte: Comerțul interior: s-a enunțat necesitatea promovării proiectului de lege de modificare și completare a Legii 231/2010 cu privire la comerțul interior, prin care autorizațiile de funcționare ar fi substituite prin notificarea Administrației Publice Locale despre inițierea activității comerciale. Proiectul fiind tergiversat prin avizările repetate, în același timp, proiectul presupune eliminarea unor acte permissive/funcții de control ale unor autorități. În mod firesc, aceste autorități nu susțin inițiativa, prezintă avize negative și blochează procesul. Este necesar ca Ministerul Economiei să ia o decizie de



venit din salariu și din alte plăți efectuate de către patron în folosul angajatului, precum și din plățile achitate în folosul persoanelor fizice care nu practică activitatea de întreprinzător pentru serviciile prestate și/sau efectuarea de lucrări.

Printre recomandările AmCham se numără și necesitatea detalierii adiționale a noțiunii de „plăți acordate angajatului de către patron pentru recuperarea cheltuielilor personale și plăți în favoarea angajatului efectuate altor persoane” sau „excluderea obligației de prezentare a unei noi cereri pentru acordarea scutirilor în cazul modificării datelor generale precum numele sau domiciliul” ș.a.

## Sănătate

### Evoluția amendării regulamentului privind autorizarea produselor medicamentoase

Comitetul pentru Îngrijirea Sănătății din cadrul AmCham a emis o serie de recomandări către Agenția Medicamentului și Dispozitivelor Medicale și Ministerul Sănătății cu privire la reglementarea autorizării produselor medicamentoase de uz uman și introducerea modificărilor post-autorizare.

Accentele primordiale cuprind aspectele ce reglementează ambalajul primar și secundar. Recomandările propuse de AmCham Moldova sunt pe marginea prevederilor Ordinului Ministerului Sănătății.

## Noiembrie

## Reglementarea afacerilor

### Camera de Comerț Americană din Moldova a inițiat dialogul privind eficientizarea Legislației în domeniul importului și exportului produselor și a substanțelor periculoase pentru stratul de ozon

AmCham a sesizat Ministerul Mediului, Ministerul Economiei și Serviciul Vamal cu privire la dificultățile întâmpinate de agenții economici în procesul obținerii autorizației de import pentru bunurile ce conțin substanțe nocive, care cad sub incidența Legii nr. 852 din 14.02.2002.

AmCham reiterează faptul că susține inițiativele Ministerului Mediului de salvagardare a spațiului național ecologic și de armonizare a legislației naționale la standardele europene, astfel încât Protocolul de la Montreal privind substanțele care epuizează stratul de ozon să fie respectate, însă autoritățile abilitate prin lege cu funcții de reglementare și de control al activității de întreprinzător trebuie să servească în egală măsură atât intereselor societății, cât și a sectorului privat, în vederea evitării unor reglementări excesive în derularea afacerilor.

### Codul Guvernării Corporative în atenția AmCham

Comentariile pe marginea proiectului Codului de Guvernare Corporativă (CGC) a fost supus consultărilor publice de Comisia Națională a Pieței Financiare. Astfel, CNPF consideră un imperativ ca CGC să reprezinte un document cu caracter de recomandare pentru societățile pe acțiuni, fiind bazat pe cele mai bune practici internaționale. În aceeași ordine de idei, AmCham consideră că, având un caracter de recomandare, Codul Guvernării Corporative ar trebui să contribuie la dezvoltarea bunelor practici de conduită și să puncteze eficiența reglementării, sau, eventual, să o completeze sub un aspect sau altul.

Comentariile enunțate de AmCham au scopul de a îmbunătăți situația actuală în ceea ce privește guvernarea corporativă.

## Servicii financiare

### AmCham Moldova recomandă includerea companiilor de leasing în lista agenților bancassurance.

În contextul definitivării unor amendamente la Legea cu privire la asigurări, AmCham Moldova a propus analiza opțiunii de a permite companiilor de leasing de a activa în calitate de agent bancassurance. Astfel, Camera de Comerț Americană din Moldova și-a propus asigurarea unui tratament egal, dar și oferirea posibilităților de dezvoltare a industriei de leasing, similar altor industrii de finanțare prin creditare.

### Comentariile AmCham la proiectul de „Regulament privind circulația valorilor mobiliare pe piața de capital”

În data de 9 decembrie, AmCham Moldova a expediat o scrisoare către Comisia Națională a Pieței Financiare, conținând o serie de comentarii și recomandări la proiectul „Regulamentului privind circulația valorilor mobiliare pe piața de capital”, act normativ ce vine să consolideze prevederile legislației aferente circulației valorilor mobiliare. AmCham a venit cu o serie de propuneri orientate spre optimizarea Proiectului, inspirate din cele mai bune practici internaționale în domeniu.

### AmCham semnalează tergiversarea implementării reformei cu privire la Registrul Garanțiilor Reale Mobiliare

AmCham a semnalat autorităților despre tergiversarea implementării unor reforme orientate spre modernizarea și securizarea cadrului de reglementare cu privire la raporturile juridice de gaj și a implementării

Registrului Unic al Procurilor Autentificate Notarial.

AmCham a constatat cu regret că, la un an și jumătate de la aprobarea amendamentelor la Legea cu privire la gaj, implementarea „Registrului garanțiilor reale mobiliare” rămâne a fi una din restanțele Ministerului Justiției. Nu în ultimul rând, conform indicației Guvernului nr. 0105-24 din 6 februarie 2014, Ministerul Justiției urma să elaboreze „Registrul Unic al Procurilor”, având drept scop combaterea fenomenului de circulație a procurilor falsificate sau a copiilor contrafăcute.

AmCham a exprimat preocuparea în legătură cu întârzierea dării în exploatare a soluției tehnice aferente, pentru dezvoltarea căreia a fost alocat și utilizat bugetul de 325 000 lei. Mai mult ca atât, soluția tehnică a fost prezentată părților interesate încă la începutul anului curent, în data de 15 ianuarie 2015.

Scrisoarea se încheie cu o serie de argumente în vederea implementării reformelor vizate, în particular cu privire la înregistrarea propriilor creanțe garantate, cât și comentarii de ordin tehnic privind crearea cadrului normativ privind operabilitatea Registrului Garanțiilor Reale Mobiliare.

## Comerț și producere

### AmCham propune înlesnirea procedurii de restituire a TVA în cadrul comerțului internațional

Camera de Comerț Americană din Moldova a expediat o scrisoare către Ministerul Finanțelor și alte instituții de stat, abordând o serie de probleme practice cu care se confruntă agenții economici în procesul solicitării de restituire a TVA, în cazul efectuării exporturilor. În cele din urmă, sunt elucidate deficiențele atestate de către agenții economici exportatori și prestatori de servicii de transport internațional.

## Sănătate

### Amendamente propuse de AmCham la Regulamentul cu privire la autorizarea medicamentelor – acceptate de către Agenția Medicamentului și a Dispozitivelor Medicale

Timp de un an, Comitetul pentru Îngrijirea Sănătății din cadrul AmCham a participat la consultările pe marginea ordinului Ministerului Sănătății cu privire la reglementarea autorizării produselor medicamentoase de uz uman și introducerea modificărilor postautorizare – în special la aspectele ce reglementează ambalajul primar și secundar.

În urma eforturilor semnificative din partea membrilor Comitetului pentru Îngrijirea Sănătății în vederea perfecționării prevederilor Regulamentului cu privire la autorizarea medicamentelor și armonizării cu directivele europene, AmCham Moldova a prezentat setul de propuneri finale.

Amendamentele propuse au fost aprobate, iar la 4 decembrie a avut loc întâlnirea membrilor Comitetului cu reprezentanții Agenției Medicamentului și a Dispozitivelor Medicale cu scopul definitivării aspectelor tehnice vizavi de noile prevederi.

### Recomandările AmCham pe marginea Proiectului Hotărîrii de Guvern privind modificarea și completarea HG nr. 1387 cu privire la aprobarea Programului unic al asigurării obligatorii de asistență medicală

În data de 26 noiembrie, AmCham Moldova a remis o scrisoare către Ministerul Sănătății, incluzând un șir de recomandări vizavi de proiectul de modificare și completare a Hotărîrii de Guvern nr. 1387 din 10.12.2007 cu privire la aprobarea Programului unic al asigurării obligatorii de asistență medicală.

AmCham consideră neîntemeiată propunerea Ministerului Sănătății de a limita drepturile pacienților/contribuabililor și solicită respectarea legislației în vigoare.

# Success Stories

## State Inspections

During 2015, AmCham noted with worry the increasing number of abusive inspections carried out on various economic operators by different control bodies, such as the General Prosecutor's Office, National Anticorruption Centre, Ministry of Internal Affairs through the local police, State Tax Service and Customs Service. These actions give cause to a great concern, since they are not justified by a concrete legal basis, but rather constitute a result of the discretionary indications given by the authorities listed above, as the control officers confess themselves.

Moreover, the state authorities are undertaking thorough inspections on the activity of companies with local and foreign investment, resulting in the application of sequestrators on their goods and, hence, completely obstructing their operation.

The immediate and unlimited character of such measures, given the serious nature of their effects, equals to an instant punishment, in the absence of a fair trial. Therefore, it violates the principle of presumption of innocence. The consequences of this kind of treatment cannot be effectively and timely reversed by a judicial decision, given the fact that it takes at least two months for the court to cancel these measures.

In the light of the above arguments, AmCham Moldova has expressed its concerns regarding the increasing number of abusive and unjustified state inspections over economic agents. Thus, in order to stop these illegal practices, AmCham has requested the immediate convocation of the Prime Minister's Economic Council.

In the aftermath of this meeting, we noted a resistance from the supervisory bodies, when it came to presenting their reports on the undertaken inspections and the actions aimed at reducing the surveillance.

In these circumstances, AmCham Moldova has initiated a dialogue with the Ministry of Economy and the Ministry of Justice in order to amend and

improve the regulatory framework. Additionally, AmCham has launched a series of seminars targeted at informing AmCham members on the actions that they need to take when faced with planned or unannounced inspections.

As a result of these efforts, the Parliament has adopted the law on the moratorium on state inspections, which established a three months ban on planned and unannounced inspections, including the fiscal, financial and customs ones. In the meantime, the regulatory reform pertaining to state inspections shall be carried out.

## Labor Code Amendment

AmCham Moldova actively promoted a set of recommendations for Labor Code improvement, as the Labor Code improvement remains to be an imperative necessity. The main goal was to further exclude gaps in national labor regulations, through aligning the outdated provisions with the current business environment and ensure a fair treatment of both parties to the labor agreement.

After many debates and a long negotiation process, at the end of December 2015, the Parliament adopted a series of amendments.

The major amendments and supplements to the Labor Code:

- The term of confidentiality clause has been extended to up to 2 years from the termination of the employment agreement.
- Duration of the probation period was increased. Probation period for unskilled employees has been extended from 15 to 30 calendar days. Probation period for company manager, his deputies and chief accountant shall be 6 months.
- The list of grounds for suspension of the employment agreement at the initiative of employee was extended. Thus, employment agreement may be suspended at the initiative of employee in case of non-payment or partial payment, for at least two consecutive months, of employee's sal-

ary or of other mandatory payments. At the same time, the employee will be bound to resume the work within three working days after payment of salary or other obligatory payments, or being notified on transfer of such payments on his/her bank card.

- Parties will be allowed to terminate the individual employment agreement by mutual written consent. Prior to these amendments such possibility of termination of the individual employment agreement was not provided for by the law.
- Conditions based on which employee may be dismissed for unauthorized absence from work have been clarified. Thus, according to the amendments, lunch break will not be taken into account for determining the period of unauthorized absence.
- Upon issuing the Order to dismiss the employee related to the liquidation of the unit, reduction of staff number or personnel structure, the employer got additional opportunity to motivate the decision on liquidation, reduction of staff number or personnel structure – not only from the legal, but also the economic point of view.
- During the procedure for dismissal of the employee due to reduction of staff number or personnel structure, the employer will be bound to propose, in writing, to the notified employees another job (function) within that unit, only in case if such job (function) does exist within the unit and the employee meets the requirements for its position.
- The procedure for dismissal of the employee in connection with his transfer to another unit has been established.
- One of the parents (guardian, trustee) taking care of a child with disabilities will be given additionally, at the written request, one day off per month, with payment by the employer of an average salary.

## The Implementation of the New Register of Pledges

Toward the end of July 2014, the Moldovan Government passed a series of amendments to the Law on Pledges. One of the amendments was related to the redesigning of the Registry of Movable Pledges and the liberalization of the registry operators. Although the new provisions were supposed to enter into force by November 2014, the Ministry of Justice, institution entitled to implement the reform, did not manage to meet the terms.

Beginning with 2015, AmCham Moldova engaged in an active dialogue with the Ministry, aimed at providing expertise both on the subsidiary regulations, and in matters of testing the new software system. Although most of the AmCham comments and recommendations were taken in consideration, the possibility of creditors to act as registrants of their own transactions had been neglected. Therefore, Am-



Cham engaged in an active dialogue with the Ministry of Justice, consisting of several position papers and meetings. AmCham involved in discussions also other stakeholders as World Bank, GIZ, Moldovan Banks Association and others. AmCham also consolidated its opinion by mass media appearances.

Therefore, on February 26, 2016, the Government approved the new regulations, by providing the banks with the right to register the goods in the Register for their own transactions

## Deferred Payment of Customs Duties

At the request of several member companies, AmCham analyzed the opportunity of implementation of the deferred payment of customs duties mechanism, by studying both domestic legal framework, and the EU acquis.

AmCham sent a series of letters to the Ministry of Finance and other stakeholders. Further, AmCham initiated the discussions with its partners USAID BRITE and EUBAM. Both projects supported the initiative, by keeping discussions with Customs Service and Ministry of Finance.

To ensure greater engagement from public authorities, AmCham raised the subject within an Economic Council under Prime Minister Meeting. Prime Minister Gherman issued a Decree appointing Minister of Finance responsible for the implementation of the mechanism.

Later on, AmCham was constantly raising the need of reforming the customs clearance concept, using various means as mass media appearances, ...







official correspondence, meetings. AmCham also included the topic within its position paper on 2016 Tax & Customs Policy.

At last, the Ministry of Finance accepted the implementation of the deferred payment of customs duties mechanism. The bill is being promoted to the Parliament for final approval.

### Regulation of the Customs Terminals in the Republic of Moldova

In 2014, AmCham Moldova launched a new project aimed at regulating the customs terminals. A team of experts from Georgia elaborated a study on issues incurred by companies within the customs clearance process, as well as reveals some major issues in Customs Terminals that, if reformed, will facilitate the international flow of goods, thus having a positive impact on overall companies' trade activity.

AmCham presented the elaborated solutions to the Customs Service, as well as to the CS development partners USAID BRITE Project and EUBAM. As the regulatory formula was not adjusted to the EU acquis, a working group was established, aimed at elaborating the new provisions.

The basis for the new regulations served the reform of the temporary deposits, taking in consideration the negotiated rulemaking among Customs Service, EUBAM, USAID BRITE, AmCham and other stakeholders.

Although ultimately Customs Service disengaged from the reform process, AmCham continues to promote the need for the reform, raising the topic at different levels.

AmCham received assurances from the Ministry of Finance that the proposed mechanism will be reviewed and considered for the 2017 Customs Policy.

### Ensuring the Compliance of the Legislation on Movement of Goods

Besides its consultative role within the law-making process, AmCham Moldova monitors the applicability of the new regulations.

As the EU-Moldova Association Agreement required an ample review of the domestic legislation regarding the certification of origin, the new rules challenged both exporters and importers. Therefore, in 2015 AmCham delivered a series of actions that would ensure the compliance of the economic agents to the new regulations. AmCham addressed several letters to the Customs Service on issues and fatigue provisions of the new legislation.



Per member companies' request, AmCham also organized meetings with representatives of the Ministry of Economy and Customs Service to clarify certain aspects as several features of the process of recognition of origin proofs issued by EU member states, peculiarities of issuance and recognition of certificates of origin by the Customs Service, benefits of the approved exporter status etc.

*AmCham developed this effort to ensure an even application of the Moldova-EU Association Agreement, as well as a better understanding from economic agent's side.*

### Initiative for Ethical Drug Promotion

The American Chamber of Commerce in Moldova is implementing a project entitled "Initiative for Ethical Drug Promotion" (IEDP) funded by the National Endowment for Democracy. The Project targets promoting regulatory norms for an ethical and transparent process of drug promotion at a national level, encouraging public authorities to adopt a relevant legal framework. The new regulation would align the Moldovan legal framework to European practices, namely to Directive 2001/83/EC, which emphasizes the rules of pharmaceutical promotion.

In this respect, AmCham Moldova developed a series of activities targeting both short-term and long-term objectives. Initially, AmCham contracted a consulting company that developed a study "Ethical Drug Promotion - Approaches and Regulations". The report is focused on quantifying the phenomenon of unfair drug promotion and its impact on the decision of the physicians on prescribing drugs. The report was presented to the public within a conference. The event threw light upon the existence of unethical practices of sales promotion by the pharmaceutical companies' representatives to doctors.



Later on, AmCham Moldova hosted a roundtable aimed at discussing the draft bill on the "Regulation on Drug Promotion to Healthcare specialists". The event served as a forum for discussions among the pharma industry, healthcare specialists and public authorities that resulted in a defined draft of the new regulation.

Within the Initiative for Ethical Drug Promotion, AmCham managed to develop a successful advocacy campaign that resulted in the engagement of the high-ranking officials. ■





# AmCham membership in several working groups

## Economic Council under the Prime Minister

In 2015, AmCham continued its activity within the Prime minister's Economic Council, consolidating its position as one of the most active members of this important forum.

The Council promotes public-private sector dialogue to improve the business environment, eliminate major constraints to the private sector development, ensure a clear, functioning, non-discriminatory and transparent regulatory framework, improve the quality of public services for the business sector, cut red tape and bureaucracy and minimize the risk of corruption, the corruption prevention component being one of the central consideration of the Council interventions.

The Economic Council is comprised of three major groups of stakeholders:

1. Representatives of business associations and private sector;
2. Heads of state institutions (ministries, independent agencies);
3. Donor organizations active in the field of business climate reforms in Moldova.

Four Economic Council meetings with PM's participation have taken place in the course of 2015. The topics covered:

1. Meeting on identifying urgent measures to revitalize the country's economy;
2. Meeting on improving the process of planning and conducting inspections;
3. Meeting on suggesting solutions for increasing exports volume while harnessing the DCFTA opportunities.

Besides the meetings with PM participation, numerous meetings and discussions were held at the Secretariat level with the par-

ticipation of AmCham Executive Team.

In this way, AmCham is able to raise membership concerns and needs for the business regulations improvement at the PM level.

The soundest Council initiatives, which were supported by AmCham are: online access to the taxpayer's current account; transparency of company information: names and surnames of company owners in the Republic of Moldova are public and free charge; simplifying Moldova's reporting framework; liberalization of salary projects – the right of every employee to choose the bank where to receive their salary; eliminate the stamp requirement for entrepreneurs.

## "Guillotine" Working Group

The National Working Group on Regulatory Reform (otherwise called "Guillotine" Working Group) is intended to monitor and revise new regulations (draft norms elaborated by central state authorities) affecting entrepreneurial activity. This Working Group acts on a permanent weekly basis and analyses on average 5-6 normative acts per sitting. The work is based on the principle of impartiality and compliance with the basic principles on regulation of entrepreneurial activity (e.g. regulatory impact assessment etc.).

Being a member of this working group, AmCham is offered the possibility to represent members' business interests by communicating members' concerns directly to state authorities elaborating draft normative acts. It is also a good way to identify and in advance amend draft norms with inconsistencies, unjustified adverse effects, issues of interpretation etc.

Overall, throughout 2015, "Guillotine" Working Group analyzed a total number of more than

160 draft documents. AmCham took an active role in this process and intends to continue this pace in 2016, thus helping member companies to create transparent, predictable and business-friendly legal framework.

## The Advisory Committee under Customs Service

Advisory Council under Customs Service is a trade facilitation body, consisting of representatives of the Customs Service and representatives of associations involved in external trade. The Committee aims to promote a functional dialogue and partnership between customs and the business community and focuses on the harmonization of customs legislation and procedures with EU standards, as well as on the implementation of the best international practices in trade facilitation.

Within 2015, AmCham had an excellent opportunity to promote trade facilitation reforms through digitalization and simplification of the customs clearance procedures, to interact with Customs Service's officials in order to both raise individual concerns affecting AmCham members, as well as to comment on different legislative issues as the regulation of customs terminals, certification of origin, determination of customs' value etc.

## Sustainable Development Account Moldova Steering & Executive Committees

Sustainable Development Account Moldova (SDA Moldova) (hereinafter – the institution) is a public entity established by the Government of the Republic of Moldova as a successor of Millennium Challenge Account Moldova



(MCA Moldova), entity which implemented the Compact Program in Moldova financed by Millennium Challenge Corporation, a US Government funded agency. Currently, after the finalization of the Compact Program implementation period (December 30, 2015), the goals of SDA Moldova represents, among others, the promotion of public implementation capacity, expansion of irrigation infrastructure, ensuring the sustainability, and facilitation of access to finance for agricultural businesses.

The Compact Program was the largest assistance program ever granted to the Republic of Moldova. It was launched once the five-year economic development agreement was signed by the Government of the Republic of Moldova and U.S. Millennium Challenge Corporation (MCC) on January 22, 2010, granting \$262 million to Moldova. The Compact assistance was focused for investment projects in irrigation infrastructure, high-value agricultural production, and road rehabilitation.

The involvement of AmCham Moldova in the implementation of an investment program of such a scale and value brings benefits both for MCA and AmCham Moldova. Via its suggestions, com-

ments and ideas, American Chamber of Commerce contributes to a successful implementation of the Compact program in Moldova.

On December 31, 2015, Mila Malairau was confirmed through the Government Decision as a Steering Committee member of the SDA Moldova from the civil society and private sector.

This confirms AmCham professionalism, credibility, experience and consolidated economic background and positions AmCham as a valuable partner for the public sector.

## Council of Experts within National Commission for Financial Markets

The council of experts is an advisory body within the National Commission for Financial Markets (from now on – National Commission) dealing with the problems of the non-banking financial market and its stakeholders. The council of experts examines the draft legislation and other documents elaborated by the National Commission on the functioning of the non-banking financial markets and corporate governance. The council also submits to National Commission proposals for amending, completing and applying the

legislative and normative acts for the non-banking financial markets.

Being a member of this Council, in 2015, AmCham had the opportunity to interact directly with the officials from National Commission, as well as to comment a series of bills aimed at regulating collateral, credit history reporting, several regulations on capital market and other secondary normative acts governing non-banking financial market.

## National Confederation of Employers in RM

As a member of the National Confederation of Employers in Moldova (NCE), AmCham is involved in many of its activities aimed to foster policy change and establishment of a better business environment.

Together with Confederation, AmCham was actively promoting a set of recommendations for Labor Code improvement.

As NCE member, AmCham Moldova constantly receives draft normative acts for review with a certain impact on business activity. This gives AmCham an excellent opportunity to timely inform its members and promptly react on all legislative initiatives that may affect business environment.



# AmCham Events

## Networking at AmCham Events

The perfect combination of business and pleasure

AmCham Moldova aims to add value on both the professional and personal level

AmCham Moldova offered numerous business and social networking opportunities:

### Business Networking Events

- Business Breakfasts  
(James D. Pettit, Ruxanda Glavan, Pirkka Tapiola, Alex Kremer, Armine Khachatryan, Vladimir Cebotari, Octavian Armaşu)
- “Welcome Back” Networking Cocktails
- “Meet the Candidate” Business Cocktail
- AmCham Annual General Member Meeting
- Knowledge Seminars (**New since 2015**)
- Christmas Networking Reception
- Young Professionals Program
- Thanksgiving lunch with mass media
- Informal meetings with mass media
- Round Tables

### Social Networking Events

- 4th of July Celebration
- Halloween party for kids

Through AmCham events, we allow our members to build and strengthen the business community through effective visibility. Whether sharing relevant knowledge or gaining relevant experience, members have excellent opportunities to connect with other high level executives, diplomats and politicians in a variety of interesting settings.

### Events & Meetings at a glance

1556 Participants at AmCham events in 2015

86 AmCham events & meetings in 2015

86 Meetings with authorities

54 Committee meetings in 2015

11 Sessions of Young Professionals in 2015



# Business Breakfasts

Special Guests:

- H.E. Mr. James D. Pettit, U.S. Ambassador to Moldova
- Mrs. Ruxanda Glavan, Minister of Labor, Social Protection and Family
- H.E. Mr. Pirkka Tapiola, Head of the European Union Delegation to Moldova
- Mr. Alex Kremer, Country Manager for Moldova, World Bank
- Mrs. Armine Khachatryan, IMF Resident Representative
- Mr. Vladimir Cebotari, Minister of Justice
- Mr. Octavian Armașu, Minister of Finance





## “Meet the Candidate” Business Cocktail

“Meet the Candidate” Business Cocktail is design to introduce candidates running for positions as Board members. The candidates have the opportunity to present their reasons for wanting to serve on the AmCham Board of Directors and answer questions from other members and guests regarding their ideas and prospects of further development and expansion of AmCham’s successful operations in Moldova.



## Annual General Member Meeting

The Annual General Member Meeting is one of the most significant and awaited event at AmCham. In May, AmCham Moldova has held its 2015 Annual General Member Meeting to elect the new AmCham President & Board of Directors. The new Board of Directors was elected to serve the organization for the 2015 – 2017 mandate. Cristina Harea was re-elected as AmCham President by all members in attendance.





# Welcome Back Networking Cocktails

AmCham members have great opportunities to build their business and social networks, share information about the latest political and economic issues impacting the business community.





# USA Independence Day

The 239th Anniversary of USA Independence Day was celebrated in the Republic of Moldova by the American Chamber of Commerce in Moldova. With an attendance over 200 people, the atmosphere was charged with crowds of friends, Latino music, the smells and taste of the best of American grill, dancing, games and competitions for kids and adults. The AmCham Independence Day celebration is a unique blend of the best traditions to celebrate the gift of freedom.





# Halloween

Creativity was abound as participants came dressed as Dracula, little red riding hood, witches, black cat and everything in between.



# Christmas

AmCham members and partners had a wonderful opportunity to meet and celebrate the success of AmCham Moldova in 2015. During this year, AmCham has worked closely with the Moldovan government and business leaders in a wide range of activities that include participation in legislative reforms, direct support for our member companies and much more, all of which is intended to foster a more favorable business climate in Moldova for foreign trade and investment.





# AmCham Young Professionals Program, 4<sup>th</sup> Generation

AmCham Moldova proudly launched the 4th edition of the Young Professionals Program in September 2015. 26 outstanding young professionals employed at AmCham member companies became part of the 4th generation. The aim of the program is to develop the leadership potential of the promising young professionals. The benefits of the program include interactive workshops, trainings, lectures, meetings with top business leaders and social networking with the most important aspect being the easy integration into the AmCham Moldovan business environment..

## Young Professionals – 4<sup>th</sup> Generation

Avon	Doina Babcsinchi
BCR Chisinau	Dumitru Matco
BDO	Diana Minzararu
Coca-Cola	Nicolae Cerescu
Draexlmaier	Vasile Pogor
Ernst & Young	Lilia Colin
Efes Vitanta	Sergiu Emilian
Efes Vitanta	Andrei Prunici
Express Leasing	Irina Stascu
Gas Natural Fenosa	Mantea Andrei
GBS	Vladimir Codreanu
Grawe Carat	Diana Malcoci
JTI	Dumitru Marcu
Mary Kay	Elena Jarovtev
Medpark	Natalia Buzu
Metro Cash & Carry	Alexandr Untila
Microinvest	Dumitru Dragutan
Orange	Andrei Slesari
Orbico	Taia Munteanu
Pedersen & Partners	Marina Gutuleac-Nicolet
Petrom	Victoria Simion
Philip Morris	Adrian Vrabie

PwC Moldova	Anastasia Dereveanchina
Sarob	Elena Delijuc
Trans Oil	Eugen Baltag
Trigor	Viorica Ataman

## “Today’s Leaders for Tomorrow’s Leaders”

The main purpose of this series is to provide an opportunity for participants to learn directly from top business executives. The focus is on how CEOs achieved their success and the advice a CEO would offer to the younger generations as future leaders in their career development. Through the series “Today’s Leaders for Tomorrow’s Leaders”, AmCham intends to build a strong relationship with the young professionals and provide a platform for senior leaders to meet the new generation, so that both parties can benefit from this opportunity in the long run.

Thanks to our speakers, we succeeded in covering the following topics this year: Leadership & Managerial Skills; Public Speaking; Project Management; Speech Writing, Leadership & Management; Negotiation for mutually satisfying results.

**AmCham Moldova would like to take the opportunity to thank all speakers who accepted our invitation and shared their valuable experience and knowledge to the program participants.**

Carmina Vicol, CEO of Prime Capital; Dan Nutiu, General Manager, DAVRO company; Lucia Berdos, owner of Beauty Salon “Cristis”, “Felicia Optic Center”, “Berd’s Design Hotel”; Angela Gladei, General Director, Total Leasing & Finance; Traian Nechifor, Country Manager Moldova, Coca-Cola Bottlers Chisinau; Alexandru Bordea, Trainer, Evenda; Marina Moraru, Director of Moldova Operations, Mary Kay Moldova; Svetlana Japalau, Managing Director, BDR Associates - Strategic Communication.



Program Sponsor

# AmCham Joint Events & Partnerships

- EU-Republic of Moldova Deep and Comprehensive Free-Trade Area (DCFTA): achievements and perspectives for local companies
- Round Table: “Modernizing Moldova’s employment record system”
- E-Government, Smart for a Smart Business: Opportunities, Challenges and Ideas. Let’s talk about it!
- Round Table on Negative Registry of Active Debtors
- Meeting with National Commission for Financial Markets
- Meeting with the Head of Department, Origin of Goods
- Meeting on non-cash payment
- Seminar on drawback provisions





# AmCham Moldova – active member of AmChams in Europe

*AmChams in Europe (the European Council of American Chambers of Commerce) is a network of chambers across Europe. Its mission is to exchange best practice ideas, mutual member company benefits and to provide a forum for discussion, debate and where necessary representation on issues relevant to the European business environment.*

## AmCham Moldova at the Annual Brussels Policy Briefing

Within March 18 – 20, 2015, AmChams in Europe members participated in a two-day conference which consisted of interactive panel sessions, guest speakers and working lunches, which aimed to present to the AmChams the latest updates on EU policy priorities and trends. Additionally, the participants had a chance to network with their peers and many EU representatives, as well as to share the best practices on lobby and advocacy issues.

The main bout of the event was the Transatlantic Conference. The conference was an opportunity to

present the latest achievements within the Transatlantic Trade and Investment Partnership negotiation process, that in long run will affect the businesses from Moldova; and the annual update on the trade, investment and jobs data between the US and EU.

## AmChams in Europe Meet in Milan to Share Best Practices

On Sept. 30, representatives from 27 AmChams gathered in Milan, Italy for the 2015 AmChams in Europe (ACE) Best Practices Conference, which was hosted by AmCham Italy during their 100th Anniversary celebration.

This year's program featured best practices sessions on a variety of relevant topics as well as presenta-

tions from the finalists of the 2015 Creative Network Competition. Additionally, AmCham Italy organized a fantastic program networking events with their members, key partners and high-level dignitaries.

AmCham Moldova was represented by Mila Malairau, Executive Director & Elena Buzu, Project Manager.

Participants attended a welcome reception at the residence of the Consul General of the US in Milan, Ambassador Philip T. Reeker, attended by representatives of the USA Pavilion, including Ambassador Douglas T. Hickey, Commissioner General of the USA Pavilion. A meeting was also held at the Palazzo Isimbardi with the leaders of the City of Milan.





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# Independent Auditor's Report

To the members  
of the American Chamber  
of Commerce in Moldova

## Report on the Financial Statements

We have audited the accompanying financial statements of American Chamber of Commerce Moldova ("AmCham"), which comprise the balance sheet as at 31 December 2015, and the income statement, statement of changes in equity and cash flow statement for the year then ended, and a summary of significant accounting policies and other explanatory notes.

## Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these Financial Statements in accordance with National Accounting Standards approved through the Moldavian Ministry of Finance: No. 118/06.08.2013 and for such internal control as the Management determines is necessary to enable the presentation of consolidated Financial Statements that are free from material misstatement, whether due to fraud or error.

## Auditor's Responsibility

Our responsibility is to express an opinion on these Financial Statements based on our audit. We conducted our audit in accordance with International Standards on Auditing. Those Standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the Financial Statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Management as well as evaluating the overall presentation of the Financial Statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

## Opinion

In our opinion, the accompanying financial statements give a true and fair view of the financial position of the American Chamber of Commerce Moldova as of 31 December 2015 and of its financial performance and its cash flows for the year that ended in accordance with the National Accounting Standards adopted in the Republic of Moldova.

## Other Matter

This report, including the opinion, has been prepared and is intended solely for the information and use of the management of AmCham. As a result, the report may not be suitable for another purpose.

*First Audit International  
Chisinau, Republic of Moldova  
April 04, 2016*

# INCOME-EXPENSES Report

## as of December 31<sup>st</sup>, 2015

All figures in USD

Year 2015

OPENING BALANCE	47213
Incomes	
From Membership	167 993
From Sponsorship	37625
Total Income	205618
Expenses	
Program Expenses	
Advocacy & Lobbying	76 929
Business & Social Networking	35 199
Member Support & Services	12 176
Promotion of Moldova abroad & Investment Attraction	2 396
Total Program Expenses	126700
Administrative & Operating Expenses	
Professional Services	13 179
Occupancy	23 831
Travel & Meetings	6 396
Office Expenses	24 617
Total Administrative & Operating Expenses	68023
Total Expenses	194724
CLOSING BALANCE	58107



# Business Visa Program

AmCham Moldova members continue to benefit from the Business Visa Facilitation Program offered by the U.S. Embassy, a program that significantly reduces the waiting time before visa interview appointment by providing access to special appointment time.



The Business Visa Program is designed to support bilateral trade and investment between the United States of America and the Republic of Moldova, and to facilitate visa processing for business travelers while maintaining the highest visa security standards possible.

Direct hired employees of AmCham member companies, who are traveling to do legitimate company business, are eligible for expedited visa interviews at a time reserved for AmCham Moldova members.

This service is offered to the following individuals:

- Business Visa: Only to the direct full-time employees of AmCham member companies;
- Business/Travel Visa: Only to the AmCham member companies' CEOs and their immediate family.

In 2015, thanks to our excellent cooperation with the U.S. Embassy in Moldova, all AmCham members who applied for a visa via AmCham Moldova Business Visa Program received it successfully.

*The Consular Section encourages companies to plan ahead and to obtain visas in advance for staff who may have a future need to travel.*

# Business Matchmaking

## Finding U.S. and European Partners

As part of our mission to foster a more favorable business climate in Moldova for foreign trade and investment, the American Chamber of Commerce in Moldova offers matchmaking services to assist members in finding U.S. and other foreign partners.

We use our extensive network of international businesses and more than 126 AmChams worldwide, as well as our close relationship with the U.S. Embassy in Moldova and US Commercial Services in Romania and Ukraine to address businesses' specific needs while searching for foreign partners and trade opportunities.

- Including:
- Providing contact information for potential partners;
  - Providing information on market conditions and investment climate of specific sectors and countries;
  - U.S. Visa facilitation;
  - Assisting with logistics when visiting potential members;
  - Providing connections to other AmChams around the world.

## Entering the Moldovan Market

American Chamber of Commerce strives to work jointly towards improving the climate for developing foreign investment and trade with Moldova by offering assistance to businesses that are interested in entering Moldova, assisting with general consulting on the Moldovan market, connecting them with AmChams within a well-developed network of Moldovan government and business leaders, and providing customized services based on individual businesses' needs.

- Including:
- Providing the information on the country investment climate and business opportunities;
  - Helping to identify legal and regulatory issues;
  - Making introductions to business and government leaders;
  - Assisting with logistics on visits to Moldova;
  - Setting up meetings with potential partners.

# Member Discount Program

The Member Discount Program is a great reminder of the tangible day to day benefits of AmCham membership and provides each member with a great opportunity to offset the cost of their membership fee. It is designed to provide members with discounts on products and services that are useful to businesses and their employees.



Take advantage of discounts on goods and services ranging from business to entertainment. Look for “This place offers discount for AmCham members” sticker to take full advantage of the American Chamber of Commerce in Moldova “Member Discount Program”.



# “Visit Europe” Travel Guide

“Visit Europe” is a bi-monthly online regional tourism guide where AmCham Moldova members can highlight their businesses, upcoming events, and special offers through the regional AmCham network. “Visit Europe” highlights upcoming events and features special offers to members of AmChams in the region.



# Membership Directory

## AmCham Members

Abbott  
ACI Partners  
Agro Mester HD  
Alo  
Autodoctor  
Avon Moldova  
Baker Tilly Klitou and Partners  
Banca Comercială Romană  
Chişinău  
BASS Systems  
Bayer  
BDO Audit & Consulting  
BDR Associates-Strategic  
Communication  
Bemol Retail  
Berlin-Chemie / Menarini  
Best Western Plus Flowers Hotel  
British American Tobacco –  
Moldova  
Business Development Capital  
(BDC)  
BTA 28 Călăraşi  
Carlsberg  
Chamber of Commerce and  
Industry Republic of Moldova  
Chemonics International  
Coca-Cola Bottlers Chişinău  
Comertbank  
Credit Rapid  
DAAC Hermes  
Danube Logistics, Giurgiuleşti  
International Free Port  
Deloitte  
DHL Moldova  
DRA Draexlmaier Automotive  
East Europe Foundation  
Easy Credit

Efes Vitanta Moldova Brewery  
Electra Norte Molwind  
Express Leasing  
EY Moldova  
FinComBank  
First Audit International  
Garanție  
Gladei & Partners  
Glass Container Company  
GlaxoSmithKline  
Grant Thornton  
Grawe Carat Asigurări  
Hammer  
Herbalife  
Hideco  
Imperial Tobacco  
Imunotehnomed  
Incaso  
Indigo Ogilvy  
Indra Sisteme  
IuteCredit  
JT International Luxembourg,  
Representative Office in the  
Republic of Moldova  
KB-Walkoma  
KPMG Moldova  
Lafarge  
Lear Corporation  
Legal Solutions  
Maib-Leasing  
Mary Kay Moldova  
Medpark International Hospital  
Metro Cash & Carry Moldova  
Microinvest  
Microsoft Moldova  
Moldcell  
Moldova Agroindbank  
Monicol  
NCH Advisors INC,  
Representative Office in the  
Republic of Moldova  
Nefis

Nestle  
Nova Poshta  
Orange  
Orbico Moldova  
Orhei-Vit  
P.A.A. Tax, Legal, Accounting  
Pedersen & Partners  
Pegas  
Petrom Moldova  
Philip Morris Management  
Services B.V. , Representative  
Office in the Republic of Moldova  
Politrans  
PricewaterhouseCoopers (PwC)  
Moldova  
Prime Capital  
Raiffeisen Leasing  
Red Union Fenosa  
Reglatrans  
Rilvan Group  
Ritlabs  
Roche  
Romp petrol Moldova  
Rural Finance Corporation  
Sanofi Moldova  
Sarob  
Schoenherr Attorneys at Law  
Sudzucker Moldova  
Sun Communications  
Tacit Knowledge  
Takeda Pharmaceutical  
Total Leasing & Finance  
Trans Oil Group of Companies  
Trigor AVD  
Trimetrica  
Țurcan Cazac Law Firm  
Vernon David  
Victoriabank  
Xerox





**Name:** Abbott

**Type:** Pharmaceuticals/Cosmetics

**Tel:** (+373 22) 228 410

**Fax:** (+373 22) 228 723

**Email:** victor.rotaru@abbott.com

**Address:** 40, S. Lazo St., 7th floor, MD-2004, Chisinau, Moldova

**Web:** www.abbott.com

**Country Manager:** Victor Rotaru

**Activity:** Abbott is a brand company with a 125-year history.

Abbott is a global, broad-based health care company devoted to discovering new medicines, new technologies and new ways to manage health. The products span the continuum of care, from nutritional products and laboratory diagnostics through medical devices and pharmaceutical therapies. Abbott comprehensive line of products encircles life itself – addressing important health needs from infancy to the golden years. Abbott is working to help people in their quest for a healthy lifestyle. Following this path for over a century, Abbott provides a significant contribution to health protection by actively and faithfully putting into practice the latest scientific achievements.

The head office is located in Chicago, USA. The company's products are available in more than 130 countries and it has more than 90,000 employees all over the world. In 2010, Solvay Pharmaceuticals has entered into Abbott. The combination of the two companies' achievements in different fields of medicine offers great opportunities to improve the level of patient care all over the world.

Abbott earned a spot on the prestigious Thomson Reuters 2015 Top 100 Global Innovators list for the third consecutive year. In 2016, Abbott was named the most admired company in the medical products and equipment industry for the third year in a row according to fortune magazine.



**Name:** ACI Partners

**Type:** Legal Services for Business

**Tel:** (+373 22) 279 323

**Fax:** (+373 22) 279 337

**Email:** office@aci.md

**Address:** 65, Stefan cel Mare Blvd., Office 806, MD-2001, Chisinau, Moldova

**Web:** www.aci.md

**Managing Attorney:** Cristina Martin

**Activity:** ACI Partners is a dynamically growing Moldovan law firm with an expanding network of partners throughout Europe. ACI Partners was established by separation of the legal business from Ernst & Young Moldova and as such it draws from the latter's long-acknowledged ability to offer competent advice. ACI Partners' business strategy is to deliver a solid and reliable service, which the clients may turn to whenever they need. To reach this goal, ACI Partners employs a personalized approach to each client, showing a genuine respect for their values and unqualified commitment to their interests and needs, steadily investing in knowledge and data management and ensuring a working environment consistent with their clients' quality demands and high expectations.



**Name:** Agro Mester HD

**Type:** Agriculture

**Tel:** (+373 22) 328 733

**Fax:** (+373 22) 328 740

**Email:** serghei.pruteanu@agromester.md

**Address:** 93a, Mateevici St., MD-4839, Stauceni, Moldova

**Web:** www.agromester.md

**General Manager:** Oleg Golopeatov

**Activity:** Agro Mester is the official dealer of "John Deere International" GmbH, in the Republic of Moldo-

va. The company has established a modern Outlet in Stauceni with a showroom, workshop with all necessary equipment and tools. Agro Mester HD has the possibility to offer to its customers all the necessary machinery, maintenance service and parts.



**Name:** ALO

**Type:** Telecommunications

**Tel:** (+373 22) 290 290

**Fax:** (+373 22) 276 671

**Email:** info@alo.md

**Address:** 84, Mitropolit Varlaam St., MD-2001, Moldova

**Web:** www.alo.md

**General Manager:** Orchun Akchinar

**Activity:** ALO Company, the company with the foreign capital was founded in 2001 to act on GSM trade field. From the beginning, it became the first official Moldcell distributor in Moldova. The collaboration between ALO and Moldcell has proved to be successful based on trust, professionalism and orientation to prosperity.

In constant development, we are continuing to invest in the shops' new style, new design to make easy access to new products, innovations of modern technological devices, bringing European technology to Moldovan market. The shops' retail space is becoming wider, the visibility is increasing, the attractiveness is widening.

Nowadays ALO Company is one of the well-known retail leaders of the phones, accessories, other technical devices in the sphere of telecommunications, the total amount of the company's shops (together with sub-dealers) is more than 60.

Last year the company has made different investments in the restaurant business, including franchising. The Czech restaurant-pub Kozlovna, nominated for the first place in top 10 recommended restaurants to foreign tourists is our daughter company.



**Name:** Autodoctor

**Type:** Automotive and Suppliers/Car Dealership

**Tel:** (+373 22) 498 226

**Fax:** (+373 22) 498 226

**Email:** automarketing@gbs.md

**Address:** 18/1, M. Sadoveanu St., MD-2044, Chisinau, Moldova

**Web:** www.gbs.md

**General Director:** Serghei Babenco

**Activity:** GBS Company was founded on August 25, 1995, under the "AutoDoctor" trademark. Today it is one of the largest companies in sales of auto parts and automotive service industry in the Republic of Moldova.

GBS Company is the official representative of more than 60 world famous brands of auto parts, oils and accessories. The company has 10 branches of retail and wholesale trade, centralized technically stocked warehouses, with an area of 3000 sq. m. as well as service center, which is equipped with advanced technical equipment and skilled workers. The personnel of the company totals more than 145 people, and its vehicle fleet consists of 30 cars which carry out delivery of goods on all territory of the Republic of Moldova. Since October 2014 GBS is also the Official Chevrolet Dealer. Our show room is located at the Calea Orheiului street, 20 in Chisinau.

Company's main advantages are:

- The competitive price-quality ratio;
- The huge range and its continuous presence in the warehouses, with more than 70,000 positions;
- Existence of our own trade network of 10 stores and 2 warehouses with an area of 3000 sq.m.;
- Quality service with the latest modern equipment;
- Fast delivery in any point of Moldova.
- Sales of new Chevrolet cars.



**Name:** Avon Moldova

**Type:** Pharmaceuticals/Cosmetics

**Tel:** (+373 22) 267 676

**Fax:** (+373 22) 270 142

**Email:** repsmoldova@avon.com

**Address:** 65, Stefan cel Mare Blvd., Office 500, MD-2001, Chisinau, Moldova

**Web:** www.avon.md

**CEO:** Roxana Popescu

**Activity:** Avon is the world's leader in direct sales cosmetics that has sales of over \$10 billion and over 45,000 employees. It is a company for women with a presence in over 100 countries, on all continents, and with over 6.2 million representatives.

Avon began its "conquest" in Moldova in 2001 and after over 10 successful years of activity it has become the leading company in the direct sales segment.

Avon is a business that offers a rich diversity of products, gives the chance to make extra earnings and is involved in social campaigns that concern the issues of the 21st century woman. Since 2005, Avon has invested approximately \$65,000 USD in social responsibility projects.

In 2011, Avon Moldova regained its leadership position on the market by being the first choice for women in this country.



**Name:** Baker Tilly Klitou and Partners

**Type:** Audit & Assurance Services/Accounting, Tax and Legal Services/Advisory Services

**Tel:** (+373 22) 233 003

**Fax:** (+373 22) 234 044

**Email:** info@bakertillyklitou.md

**Address:** 65, Stefan cel Mare Blvd., Office 507, MD-2001, Chisinau, Moldova

**Web:** www.bakertillyklitou.md

**Executive Director:** Constantin Schendrea

**Activity:** Baker Tilly Moldova is a leading firm of auditors, accountants and business advisors. Member of Baker Tilly International, 8th largest Accountancy Networks, it provides premier accountancy, assurance, tax and specialist business advice, drawing on internationally recognized industry and service line experts in 131 countries. Baker Tilly International is represented by 165 firms in 141 countries and 28,000 people worldwide.

20 directors and 300 professionals offer services of the highest standards to more than 6,000 businesses operating both nationally and internationally across all industries.

Baker Tilly has been operating in Moldova since 2007 and is currently among the top 5 International accountancy firms. It employs more than 15 professionals and it is recognized as an ACCA Platinum employer.

Baker Tilly in Moldova provides a comprehensive package of professional services, such as: audit of the financial statements, internal audit, outsourced accounting, tax advisory and corporate finance services.

Baker Tilly Moldova has extensive experience in the audit of public entities, internationally financed companies and medium-to-large Moldovan owned companies.

The company is included in the short list of consultants approved by EBRD, is eligible to audit World Bank and USAID financed projects.



**Name:** Banca Comercială Română Chișinău

**Type:** Banking

**Tel:** (+373 22) 265 000, 852 000

**Fax:** (+373 22) 265 002, 852 002

**Info BCR Chisinau:** 0 800 22 227, (+373 22) 265 555, 852 555

**Email:** office@bcr.md

**Address:** 60/2, A. Puskin St., MD-2005, Chisinau, Moldova

**Web:** www.bcr.md

**CEO:** Juan Luis Martin Ortigosa

**Activity:** Banca Comercială Română Chișinău S.A. is a universal commercial bank, established in the Republic of Moldova on October 22, 1998. The single shareholder of the bank is BCR SA, the leading banking organization in Romania; member of Erste Group, one of the largest financial providers in Central and Eastern Europe.



**Name:** BASS Systems  
**Type:** IT & Computers  
**Tel:** (+373 22) 837 960  
**Fax:** (+373 22) 837 961  
**Email:** office@bass.md  
**Address:** 8, Calea Iesilor St., MD-2069, Chisinau, Moldova  
**Web:** www.bass.md  
**CEO:** Onisim Popescu  
**Activity:** BASS Systems was created in 2008 and already by 2014 became the leading system integrator in Republic of Moldova, a provider of various IT solutions and telecommunications equipment of leading manufacturers, a company which has established itself among suppliers and customers as a flexible, secure and open business partner.



Science For A Better Life

**Name:** Bayer  
**Type:** Medical/Pharmaceuticals/Consumer Health  
**Tel:** (+373 22) 854 028  
**Fax:** (+373 22) 854 027  
**Email:** elena.armasu@bayer.com  
**Address:** 196, Stefan cel Mare Blvd., 3rd floor, MD-2004, Chisinau, Moldova  
**Web:** www.bayer.ro  
**CEO:** Elena Armasu  
**Activity:** Bayer is a world-class innovation company with a more than 150-year history and core competencies in the fields of health care and agriculture. We

develop new molecules for use in innovative products and solutions to improve the health of humans, animals and plants.

With our products, we are contributing to finding solutions to some of the major challenges of our time. The growing and increasingly aging world population requires improved medical care and an adequate supply of food. Bayer is improving people's quality of life by preventing, alleviating and curing diseases. Our goal is to achieve and sustain leadership positions in our markets, thus creating value for our customers, stockholders and employees.



**Name:** BDO Audit & Consulting  
**Type:** Audit/Consulting  
**Tel:** (+373 22) 602 363  
**Fax:** (+373 22) 602 351  
**Email:** office@bdo.md  
**Address:** 36, Petru Rares St., Office 140, MD-2005, Chisinau, Moldova  
**Web:** www.bdo.md  
**CEO:** Nelea Moraru  
**Activity:** BDO Audit & Consulting has been operating since 2011. BDO offers challenging, ethical and practical advice to its clients, through a vast range of services: audit, accounting, tax and legal, business advisory, restructuring and system integration. The distinctive reputation for client proximity is built upon BDO's commitment to all their stakeholders.

As a Member Firm of BDO, the fifth largest accountancy network in the world, its services incorporate the requirements of professional standards and the expertise of a network with over 54,000 professionals operating through 1,204 offices in 138 countries.



**Name:** BDR Associates-Strategic Communication, Representative Office in the Republic of Moldova  
**Type:** Consulting/PR & Communication  
**Tel:** (+373 22) 214 156  
**Fax:** (+373 22) 854 605  
**Email:** office@bdr.md  
**Address:** 202, Stefan cel Mare Blvd., KENTFORD Business Center, MD-2004, Chisinau, Moldova  
**Web:** www.bdr.md  
**President and Chief Executive Officer:** Cătălina Stan  
**Manager of the Representative Office:** Svetlana Japalău

**Activity:** BDR Associates Communication is a leading public relations and strategic communication agency in Romania incorporated in 1995. BDR Associates is the first Romanian agency in the field of strategic communication and public relations extending its activity in the Republic of Moldova starting in 2002. In 2003, BDR Associates Communication Group officially became a Hill & Knowlton associate. BDR Associate has a strong team of local and international expertise. The agency's portfolio includes major clients among multinational and Romanian companies, international bodies and governmental institutions, both in Romania and the Republic of Moldova.

The agency's company profile exhibits a wide range of PR and strategic communication services such as the creation of communication strategies and implementation of research-based communication campaigns aiming at increasing public awareness, informing and educating multiple target audiences, changing attitudes and including behavior development of corporate communication strategies, media relations, and crisis situations management.



**Name:** BEMOL Retail  
**Type:** Energy  
**Tel:** (+373 22) 293 491  
**Fax:** (+373 22) 292 855  
**Email:** info@bemol.md  
**Address:** 5/1, Moara Roșie St., MD-2005, Chisinau, Moldova  
**Web:** www.bemol.md  
**General Manager:** Iolanta Mura  
**Activity:** ICS Bemol Retail SRL is the owner and operator of the Bemol petrol station network in the Republic of Moldova.

In December 2007, Bemol opened its first petrol station and has since expanded its network to 48 stations throughout the Republic of Moldova. Being in the top of the largest fuel distribution networks in Republic of Moldova, in order to satisfy its customer's needs, Bemol offers only high quality fuel products and services, in compliance with European standards.

Since the start of its operations, Bemol created hundreds of permanent jobs in the Republic of Moldova.



**Name:** Berlin-Chemie / Menarini  
**Type:** Medical/Pharmaceuticals  
**Tel:** (+373 22) 212 558  
**Fax:** (+373 22) 244 284  
**Email:** moldova@berlin-chemie.com  
**Address:** 85, Alexandru cel Bun St., MD-2005, Chisinau, Moldova  
**Web:** www.berlin-chemie.md  
**General Director:** Ion Ciubotaru

**Activity:** Berlin-Chemie is a German Pharmaceutical Company founded in 1885 that produces and sells medicines on more than 100 markets in Europe and Asia.

From 1992 it is a part of Menarini Group. In 1999 the Representative Office in Chisinau was officially opened and since then the company is growing well, becoming the nr. 1 on the Moldovan pharmaceutical market.

More than 100 medicines have been registered in the country. Every year the company launches 2-3 new medicines, thus manifesting a high interest in our market.

In the same time more investments have been made in people, employing 54 persons.

The main areas of investments are: endocrinology, gastrology, cardiology, pain, infusions.



**Name:** Best Western Plus Flowers Hotel  
**Type:** Hotel and Restaurants  
**Tel:** (+373 22) 260 202  
**Fax:** (+373 22) 277 244  
**Email:** info@hotelflowers.md  
**Address:** 7, N. Anestiade St., MD-2001, Chisinau, Moldova  
**Web:** www.hotelflowers.md  
**CEO:** Serghei Calughin

**Activity:** The Best Western Plus Flowers Hotel is the first international hotel chain in Moldova. It is situated in the downtown of Chisinau city. The hotel has 40 rooms, 2 meeting rooms, fitness center, sauna, business center, restaurant, lobby bar, parking lot, 24/7 reception service. The rooms and the hotel services are ideally suitable for business and leisure travelers.



**Name:** British American Tobacco - Moldova  
**Type:** Consumer Goods  
**Tel:** (+373 22) 855 355  
**Fax:** (+373 22) 855 356  
**Email:** bat\_moldova@starnet.md  
**Address:** 65, Stefan cel Mare Blvd., 4th floor, Office 416, MD-2001, Chisinau, Moldova  
**Web:** www.bat.com

**CORA & Legal Manager:** Radu Vrabie

**Activity:** British American Tobacco (BAT) was formed in 1902, as a joint venture between the Imperial Tobacco Company of the UK and the American Tobacco Company.

Despite its name, derived from the home bases of its two founding companies, British American Tobacco was established to trade outside both the UK and the USA, and grew from its roots in dozens of countries across Africa, Asia, Latin America and continental Europe.

BAT is the world's second largest quoted tobacco group by global market share, with brands sold in more than 180 markets. With over 300 brands in its portfolio, BAT makes the cigarette chosen by one in six of the world's one billion adult smokers. BAT has also been test-marketing Swedish-style snus, a smokeless tobacco product that has been acknowledged by several independent health experts to be at least 90 percent less harmful than smoking traditional cigarettes.

## BTA - 28

**Name:** BTA 28 Calarasi  
**Type:** Logistics and Transport  
**Tel:** (+373 24) 493 604  
**Fax:** (+373 24) 493 604  
**Email:** alexaoleg@gmail.com  
**Address:** 238, Alexandru cel Bun St., MD-4404, Calarasi, Moldova  
**General Director:** Oleg Alexa  
**Activity:** The Joint-Stock Company: "The Auto Transport Base 28" (SA "BTA-28"), based in Calarasi, was founded in 1962 as a state company. Its aim was to perform services of auto transport of passengers and cargo. This company was directly ruled by the Ministry of Transport of the former MSSR. In 1994, the industry in Joint-Stock Company was reorganized. The state kept approximately 27% from the packet of shares and the remainder was distributed during the privatization process. In 2003, the State put up for sale the rest of the packet of shares, therefore, the company has been completely privatized. Today, ■■■



JSC "BTA-28" represents a company that has the license to transport passengers in public utilities, being the largest provider of intercity bus transportation. The company serves the majority of the regular routes in the Calarasi district providing safe, enjoyable and affordable travel.



**Name:** Business Development Capital (BDC)

**Type:** Consultancy

**Tel:** (+373 22) 210 444

**Fax:** (+373 22) 210 444

**Email:** office@bdc.md

**Address:** 45B, Puskin St., MD-2005, Chisinau, Moldova

**Web:** www.itmc.md

**Business Development Manager:** Viorica Cerbusca

**Activity:** Business Development Capital (BDC) is a consulting company providing 4 types of services:

- capacity building;
- management consulting;
- market studies;
- export promotion.



**Name:** Carlsberg

**Type:** Beverages

**Tel:** (+373 22) 238 460

**Fax:** (+373 22) 238 168

**Email:** moldova@slavutich.com

**Address:** 8, Calea Iesilor St., Office 9A, MD-2069, Chisinau, Moldova

**Web:** www.carlsberggroup.com

**Director:** Andrei Piskun

**Activity:** Carlsberg is the world's fourth largest brewery group. The Group employs 41,000 people and is characterized by a high degree of diversity of brands, markets, and cultures. Carlsberg's activities are focused on markets where the Group has the strength and the right products to secure a leading position.

Due to the variation of the markets, the contribution to growth, earnings and development within the Group differs, both at present and in the longer-term projections. Against this background, the Group has defined its ambition: to be the fastest growing global beer company - measured in terms of average organic growth in net sales and growth in operating profit over a three year period. In countries where Carlsberg has no breweries, the Group sells its products through export and licensing agreements. It aims to establish and develop strong market positions for its international premium brands through dynamic partnerships with licensing, export and duty-free partners around the world. The Carlsberg beer portfolio includes more than 500 brands. They vary significantly in volume, price, target audience and geographic penetration. The brand portfolio includes the well-known international premium brands which are also sold in Moldova such as Carlsberg, Tuborg, Baltika, Holsten, Corona, Kronenbourg 1664 and strong local brands such as Slavutich, Lvivske, Zhigulevskoe, Bolshaya Kruzhka, Kvas Taras. ICS "Carlsberg" SRL is branch of the Ukrainian company Slavutich, Carlsberg Group.



**Name:** Chamber of Commerce and Industry of the Republic of Moldova

**Tel:** (+373 22) 221 552

**Fax:** (+373 22) 234 425

**Email:** camera@chamber.md

**Address:** 151, Stefan cel Mare Blvd., MD-2004, Chisinau, Moldova

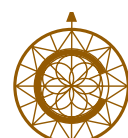
**Web:** www.chamber.md

**President:** Tudor Olaru

**Activity:** Chamber of Commerce and Industry (CCI RM) is a non-governmental, autonomous and independent organization which represents the common concerns of entrepreneurs in the Republic of Moldova. The Chamber is a legal person under public law and, as such, is supported by the State.

Since 1991, Chamber of Commerce and Industry of the Republic of Moldova has become independent.

The major objective of the CCI RM is to create a business community and environment in society as well as to represent the concerns of its members in the system of external economic relations of the Republic of Moldova and in relations of the members with governmental authorities and foreign business circles.



**CHEMONICS**

**Name:** Chemonics International

**Type:** Consulting

**Tel:** (+373 22) 839 900

**Fax:** (+373 22) 839 920

**Email:** info@ceed-moldova.org

**Address:** 29, Sfatul Tarii St., "Le Roi", 5 th floor, MD-2012, Chisinau, Moldova

**Web:** www.chemonics.com;  
www.ceed-moldova.org

**Director:** Doina Nistor

**Activity:** Chemonics International is an international development consulting firm that designs and implements projects in private sector development, democracy and governance, financial services, health, environmental management, conflict and disaster management, and agriculture. Chemonics is implementing three projects in the Republic of Moldova on behalf of the United States Agency for International Development (USAID). The Competitiveness Enhancement and Enterprise Development II (CEED II) project (December 2010-December 2014) helps enterprises in targeted industries – apparel, fashion accessories, home furnishings, information technology, tourism, and wine industries – to increase sales and investment. The Local Government Support Project (LGSP, February 2012-February 2016) strengthens the capacity of local public authorities. And the

Business Regulatory, Investment, and Trade Environment (BRITE) project (June 2012-June 2016) improves the business enabling environment by achieving specific and measurable reforms in the areas of greatest concern to the business community and by building capacity of public officials, the business community, and other stakeholders to implement reform initiatives.



**Name:** Coca-Cola Bottlers Chisinau

**Type:** Soft Drinks

**Tel:** (+373 22) 471 040 / 471 701

**Fax:** (+373 22) 472 489

**Address:** 42, Industriala St., MD-2023, Chisinau, Moldova

**Web:** www.coca-colahellenic.com

**General Manager:** Traian Nechifor

**Activity:** Coca-Cola HBC is one of the largest bottlers of non-alcoholic beverages in Europe. Operating in 28 countries with a total population of more than 550 million, Coca-Cola HBC was created in August, 2000 with the merger of the Athens-based Hellenic Bottling Company S.A. with Coca-Cola Beverages plc.

Coca-Cola HBC's product line includes carbonated (CSD) and non-carbonated (non-CSD) soft drinks, juices, water, sports and energy drinks, and ready-to-drink beverages such as teas and coffees.

With a geographical range that stretches from the Republic of Ireland to the eastern-most parts of Russia, and from Estonia to Nigeria, Coca-Cola HBC is focused on meeting the demands and local tastes and cultures of all of its markets.

The key ingredient in the company's performance is the commitment, enthusiasm and total dedication of every management member and of the more than 41,000 Coca-Cola HBC employees. Coca-Cola HBC is committed to cultivating a diverse, rewarding culture that encourages people to develop to their fullest potential.



**Name:** Comerțbank

**Type:** Banking

**Tel:** (+373 22) 839 839

**Fax:** (+373 22) 839 840

**Email:** secretary@comertbank.md

**Address:** 1/1, Independentei St., MD-2043, Chisinau, Moldova

**Web:** www.comertbank.md

**President:** Serghei Cartasov

**Activity:** CB "Comerțbank" JSC offers a full line of banking products and financial services in the Republic of Moldova. The main focus of the banking activity is corporate business servicing. The bank strives to deal with companies, their owners and managers, who are focused on successful development, socially and financially responsible, and who perfectly comply with their obligations and legal requirements. Among the bank clients, there are representatives of various business sectors: industrial, investment, pharmaceutical, agricultural and commercial enterprises.

The bank expands its cooperation with foreign partners. The existence of correspondent relations with foreign banks permits to execute international payments for bank clients rapidly and qualitatively.

Steady growth of the bank's opportunities is based on the bank's development strategy, adopted by the shareholders, who for the last 5 years have been directed all of the profit to the development and improvement of the bank.

Comertbank positions itself as a modern bank with a large network, oriented towards the collaboration with small and medium corporate businesses, able to provide a wide range of high technology services to modern technologies related to banking cards, electronic money, telebanking and website banking.

The effectiveness of the bank's activity is achieved first of all by means of managerial competence

and high qualification of the staff. Perfection of technical equipment of the bank, as well as development of new informational technologies, permits to expand the range of services and to carry out client servicing at a high level. As a result, the continuing improvement of service quality and optimization of internal business processes and technologies give to Comerțbank a clear perspective of development and success.



**Name:** Credit Rapid

**Type:** Financial Institutions

**Tel:** (+373 22) 843 555

**Fax:** (+373 22) 468 966

**Email:** salut@creditrapi.md

**Address:** 1, Socoleni St., MD-2020, Chisinau, Moldova

**Web:** www.creditrapi.md

**General Director:** Serghei Zbancă

**Activity:** Credit Rapid is a financial non-banking institution specialized in providing consumer loans for acquisition of household goods, new and used cars and loans for personal needs.

Credit Rapid is the first financial company in the Republic of Moldova providing loan decisions within one hour.

The Credit Rapid team has successfully managed to change the financing process from stressful, long and complicated into a simple, fast and easy procedure.

## DAAC Hermes

**Name:** "DAAC Hermes" SA

**Type:** Automotive Business

**Tel:** (+373 22) 509 400

**Fax:** (+373 22) 509 412

**Email:** info@daac.md

**Address:** 10, Calea Iesilor St., MD-2069, Chisinau, Moldova

**Web:** www.daac.md

**President:** Vasili Chirtoca

**Activity:** "DAAC Hermes" is the official dealer or representative of famous car brands such as Land Rover, Volvo, Jaguar, Skoda, Ford, Mazda, Citroen, Renault, Dacia, Nissan, and Suzuki. It provides a broad range of high-quality after-sale and maintenance services. Presently, the company is the top leader in the industry, covering more than 50% of the market.



**Name:** Danube Logistics, Giurgiuilesti International Free Port  
**Type:** Logistics and Transport/ Free Economic Zone  
**Tel:** (+373 22) 999 225  
**Fax:** (+373 22) 999 226  
**Email:** info@danlog.md  
**Address:** 66, A. Bernardazzi St., Office A, 4th floor, Europa Business Centre, MD-2009, Chisinau, Moldova  
**Web:** www.gifp.md  
**Director:** Ala Aydov

**Activity:** Giurgiuilesti International Free Ports' (GIFP) entire 120 ha territory has a status of a free economic zone and consists of an oil product terminal, a grain terminal as well as a general cargo and container terminal including a RoRo ramp (start of operation by September 2011). Due to its location on the Lower Danube with available water depths of up to 7 meters, GIFP is capable of receiving both inland and sea-going vessels. Against this background, the GIFP serves its clients as:

- the only direct sea/river-borne transshipment and distribution point to and from the Republic of Moldova;
- a regional logistics hub on the border of the EU with access to road, European and Russian railway, river, sea;
- an excellent business location, because of its strategic location, tri-modal transport infrastructure, low cost environment and a unique customs and tax regime.



**Name:** Deloitte  
**Type:** Audit/Consulting  
**Tel:** (+373 22) 270 310  
**Fax:** (+373 22) 270 311  
**Email:** moldova@deloittece.com  
**Address:** 65, Stefan cel Mare Blvd., Office 300, MD-2004, Chisinau, Moldova  
**Web:** www.deloitte.com  
**Manager:** Irina Litra  
**Activity:** Deloitte is one of the fastest-growing professional services organizations, providing a full range of services. The Moldovan operations are under the responsibilities of the Romanian Office Managing Partner. Deloitte in Central Europe spans 16 countries but operates as a single entity. It employs more than 2,000 people and has an annual turnover of more than \$130 million. Deloitte's integration has allowed it to manage its services regionally and deliver locally. Understanding of local markets, coupled with the wealth of global resources and best practices Deloitte has at its disposal, makes it the firm of choice for national or multinational companies doing business in Moldova.



**Name:** DHL Moldova  
**Type:** International Express Mail Service  
**Tel:** (+373 22) 605 520/228 002  
**Fax:** (+373 22) 605 521  
**Email:** kivstn@dhl.com  
**Address:** 18/5, Cuza-Voda St., MD-2060, Chisinau, Moldova  
**Web:** www.dhl.com  
**CEO:** Nikolay Artyomenko  
**Activity:** DHL is part of Deutsche Post DHL. DHL commits its expertise in international express, air and ocean freight, road transportation, contracts, logistics and international mail services to its customers. DHL has a global network composed of more than 220 countries and territories and more than 300,000 employees.



**Name:** DRA Draexlmaier Automotive  
**Type:** Automotive and Suppliers  
**Tel:** (+373 231) 53 400  
**Fax:** (+373 231) 53 460  
**Email:** dra.md@draexlmaier.de  
**Address:** 86, Dovator St., MD-3102, Balti, Moldova  
**Web:** www.draexlmaier.de  
**Administrator:** Guido Meinelt

**Activity:** The Draxlmaier Group is an international automotive supplier with more than 60 sites in over 20 countries. Headquartered in Germany, the company currently employs around 55,000 people throughout the world. Thanks to them and to its considerable innovative capacity, the Draxlmaier Group has achieved technological leadership in the premium automotive segment.

The inventor of the customer-specific wiring harness, the Draxlmaier Group today stands for pioneering innovations in conventional and alternative drive systems, as well as in electrical and electronic components. Among these are multi-voltage and high-voltage wiring harness systems, as well as HV battery systems. As the market leader for the complete interior for premium automobiles, the Draxlmaier Group also supplies renowned automobile manufacturers with center consoles, door panels and instrument panels, as well as complete door and cockpit modules. In 2014, the Draxlmaier Group achieved sales of 3.4 billion euro.

Customers of the top 100 automotive supplier include Audi, BMW, Cadillac, Jaguar, Land Rover, Maserati, Mercedes-Benz, Porsche, Tesla and Volkswagen.



**Name:** East Europe Foundation  
**Type:** Non-Profit  
**Tel:** (+373 22) 235 343/ 548 102  
**Fax:** (+373 22) 542 338  
**Email:** info@eef.md  
**Address:** 98, 31 August 1989 St., 3rd floor, MD-2004, Chisinau, Moldova  
**Web:** www.eef.md  
**President:** Sorin Mereacre

**Activity:** The "East Europe Foundation" is a non-profit, non-political, public interest organization established as a foundation in accordance with the Constitution of the Republic of Moldova, the Law on Foundations and other laws. The sole founder of the Foundation is a non-governmental organization – the non-profit organization Eurasia Foundation, Washington, D.C. (USA). EEF continues building democratic systems in Moldova, empowering Moldovan citizens and fostering sustainable development through education, technical assistance and grant programs that promote civil society development, strengthen media, enhance good governance and build economic prosperity.



**Name:** Easy Credit  
**Type:** Financial Institutions  
**Tel:** (+373 22) 838 888  
**Fax:** (+373 22) 838 901  
**Email:** office@easycredit.md  
**Address:** 49/4 Tighina St., MD-2001, Chisinau, Moldova  
**Web:** www.ecredit.md  
**General Director:** Victor Gamart  
**Activity:** Easy Credit was founded in Moldova in September 2005. Currently, the company has its main office in Chisinau and one branch in Balti, 15 regional commercial representatives and many partners.

The company's purpose is to provide flexible consumer loans and retail services.



**Name:** Efes Vitanta Moldova Brewery  
**Type:** Beverages  
**Tel:** (+373 22) 885 201  
**Fax:** (+373 22) 410 103  
**Email:** info@efes.md  
 info@vitanta.com

**Address:** 167, Uzinelor St., MD-2023, Chisinau, Moldova  
**Web:** www.berechisinau.md

**General Manager:** Gökçen Yanaşmayan

**Activity:** Efes Vitanta Moldova Brewery (EVMB) is a member of Efes beverage group and is the biggest brewery in the country, with brewing traditions since 1873. The portfolio of the company includes the following beer brands: Local – Chisinau with its extensions (Blondă, Aurie Originală, Draft, Draft Mild, Specială Tare), Foreign – Efes, Stary Melnik, Sokol, Belyi Medvedi, Heineken, Warsteiner.

The majority of the brands are produced within EVM Brewery. The Efes Pilsener which is produced by EVMB is exported to Romania since 2008.



**Name:** Electra Norte Molwind  
**Type:** Energy  
**Tel:** (+373 79) 031 149  
**Fax:** (+402 12) 224 410  
**Email:** mjalba@electra.es  
**Address:** 20, Rosiori St., MD-2008, Chisinau, Moldova  
**Web:** www.electra.es  
**Director:** Marcela Jalba

**Activity:** Electra Norte is a group of companies dedicated to generating, distributing and supplying electricity. In addition, Electra

Norte provides technical services to third parties in the above activities and in the renewable energy area.



**Name:** Ernst & Young  
**Type:** Assurance Services/ TaxServices/Advisory Services  
**Tel:** (+373 22) 214 040  
**Fax:** (+373 22) 214 044  
**Email:** ey.office@md.ey.com  
**Address:** 51, Alexandru cel Bun St., MD-2012, Chisinau, Moldova  
**Web:** www.ey.com

**Director:** Alexandru Sipitca

**Activity:** Recognizing the importance of the Republic of Moldova, Ernst & Young opened its office in Chisinau in 2001. Its professionals consist of certified auditors, fiscal experts and specialists in transactions that create integrated teams to solve the complex issues the clients are facing. Each of its clients demands unquestioned expertise of audit, tax, IT, transaction and related services in areas where they operate. Considering the size and the clients served, Ernst & Young demonstrates its leading position on the Moldovan market.



**Name:** Express Leasing  
**Type:** Financial Institutions  
**Tel:** (+373 22) 801 662  
**Fax:** (+373 22) 329 706/801 611  
**Email:** info@expressleasing.md  
**Address:** 20, Moscova Blvd., MD-2045, Chisinau, Moldova  
**Web:** www.expressleasing.md  
**General Director:** Sergiu Roşca

**Activity:** Express Leasing began its leasing activity in 2004, shortly becoming one of the top leaders on the market. The company's main activity is financial leasing for products such as cars, trucks, industrial



and agricultural machines. Besides financial leasing, the company also provides lending services for small enterprises.



**Name:** FinComBank

**Type:** Banking

**Tel:** (+373 22) 269 900

**Fax:** (+373 22) 237 308

**Email:** fincom@fincombank.com

**Address:** 26, A. Puskin St., MD-2012, Chisinau, Moldova

**Web:** www.fincombank.com

**Chairman of Managing Board:** Victor Khvorostovsky

**Activity:** FinComBank was established in July 1993 as a joint-stock company. Today it is a well-positioned, highly profitable mid-sized bank with a very professional and dedicated management team.

FinComBank provides a wide range of corporate and investment banking services to Moldovan and foreign clients. The Bank's customers include individuals, micro, small and medium enterprises, representing all the main sectors of the Moldovan economy. However, FinComBank considers being a priority servicing micro- and small businesses as well as private individual entrepreneurs. More than 90% of new credits (by amount) are issued to SMEs.

FinComBank's 17 branches and 67 agencies are located all over the Republic. At present, the Bank has 135 shareholders, 575 employees, and over 110 thousand clients.

In August 2007 widely well-known venture Western NIS Enterprises Fund (WNISEF) became one of the major shareholders of FinComBank after purchase of 25 per cent of the bank's shares.

Since 1995 the Bank has had its annual financial audits conducted according to international standards initially by Coopers & Lybrand (PriceWaterhouseCoopers), then by Ernst & Young. As a result it has maintained its financial strength by complying with all international standards concerning liquidity mar-

gins and capital adequacy required under the Basle Accords.

The Bank is one of the founders of the Banking Association of Moldova and the Moldovan Stock Exchange and a member of the American Chamber of Commerce in Moldova (AmCham).



**Name:** First Audit International

**Type:** Audit/Accounting/Tax

**Tel:** (+373 22) 213 452

**Fax:** (+373 22) 605 872/605 874

**Email:** sergiu.soimu@fai.md/office@fai.md

**Address:** 126, M. Dosoftei St., Office 1, MD-2004, Chisinau, Moldova

**Web:** www.fai.md

**General Director:** Sergiu Soimu

**Activity:** First Audit International is a joint Moldo-English audit firm founded in 1996. The company provides a wide range of services to its clients, such as general audit of companies, audit of insurance companies, organization and maintenance of book-keeping, tax planning, SWOT analysis, consultancy in the field of financial and tax legislation, analysis of economic and financial activity of the company, real estate evaluation, business plan development etc.

The company has qualified and experienced staff of accountants and auditors certified in the audit of business entities and insurance companies by the Ministry of Finance of the Republic of Moldova.

The company's client portfolio includes important Moldovan firms, NGOs, state-owned enterprises etc.



**Name:** Garanție

**Type:** Insurance, Advisory and Legal services

**Tel:** (+373 22) 270 050

**Fax:** (+373 22) 270 055

**Email:** garantie@garantie.md

**Address:** 75, Mateevici St., Chisinau, MD-2009, Moldova

**Web:** www.garantie.md

**CEO:** Mihai Raducan

**Activity:** The insurance company "Garanție" was founded as a joint stock company in 1993. The image of a strong and professional partner is consistently strengthened by openness towards customers' needs. Applying the extensive experience, innovative thinking, listening to clients, responding with substantial expertise and best practices, Garanție develops appropriate insurance and reinsurance solutions to meet our partners' needs, reaching beyond their expectations to deliver superior results.



**Name:** Gladei & Partners

**Type:** Legal Services for Business

**Tel:** (+373 22) 240 577

**Fax:** (+373 22) 240 541

**Email:** office@gladei.md

**Address:** 63, Vlaicu Parcalab St., Chisinau, Moldova

**Web:** www.gladei.md

**Managing Partner:** Roger Gladei

**Activity:** Gladei & Partners is the only Moldovan law firm whose lawyers combine deep in-house and independent legal expertise. For over 20 years its lawyers offer business legal advice, being recognized as top-notch professionals in both legal advisory and litigation. Clients consider the firm as 'the best finance and banking team' (IFLR1000) and Managing Partner Roger Gladei as 'unrivalled in complex and difficult cases'. Banking and finance,

corporate and commercial, capital market and M&A, real estate and construction, telecommunication and media, intellectual property, beauty and pharmaceuticals are its main practice areas.



**Name:** Glass Container Company

**Type:** Glass Container Manufacturing

**Tel:** (+373 22) 472 482

**Fax:** (+373 22) 472 432

**Email:** boris\_crivoi@gcc.md/sales@gcc.md

**Address:** 201, Uzinelor St., MD-2023, Chisinau, Moldova

**Web:** www.gcc.md

**General Manager:** Oleg Baban

**Activity:** The joint venture Glass Container Company S.A. specializes in manufacturing glass containers for wine, champagne, sparkling wine, cognac, and beer. The company's capacity is 120 million bottles per year.



**Name:** GlaxoSmithKline

**Type:** Pharmaceutical/Cosmetics

**Tel:** (+373 22) 234 717

**Fax:** (+373 22) 234 717

**Email:** grigore.v.moraru@gsk.com

**Address:** 60/2, A. Puskin St., MD-2005, Chisinau, Moldova

**Web:** www.gsk.com

**Country Manager:** Grigore Moraru

**Activity:** GlaxoSmithKline has a challenging and inspiring mission: to improve the quality of human life by enabling people to do more, feel better and live longer. This mission gives it the purpose to develop innovative medicines and products that help millions of people around the world.

GlaxoSmithKline is one of the few pharmaceutical companies re-

searching both medicines and vaccines for the World Health Organization's three priority diseases - HIV/ AIDS, tuberculosis and malaria, and have proudly developed some of the leading global medicines in these fields.

Headquartered in the UK and with operations based in the US, it is one of the industry leaders, with an estimated seven per cent of the world's pharmaceutical market.

GlaxoSmithKline cares about the impact that it has on the people and places touched by its mission to improve health around the world.

It helps developing countries where debilitating disease affects millions of people and access to life-changing medicines and vaccines is a problem. To meet this challenge, GlaxoSmithKline is committed to providing discounted medicines where they are needed the most.

As a company with a firm foundation in science, it has a flair for research and a track record of turning that research into powerful, marketable drugs. Every hour it spends more than US\$ 562,000 to find new medicines.

GlaxoSmithKline produces medicines that treat major disease areas such as asthma, virus control, infections, mental health, diabetes, and digestive conditions. In addition, it is a leader in the important area of vaccines and is developing new treatments for cancer.



**Name:** Grant Thornton

**Type:** Advisory and Legal Services for Business

**Tel:** (+373 22) 860 571

**Fax:** (+373 22) 227 464

**Email:** office@md.gt.com

**Address:** 69, Grigore Ureche St., MD-2005, Chisinau, Moldova

**Web:** www.grantthornton.md

**Senior Audit Manager:** Diana Avtudov

**Activity:** Grant Thornton is a leading business adviser that helps dynam-

ic organizations around the world to unlock their potential for growth by delivering more meaningful and forward-looking advice. We do that by delivering real insight through a combination of technical rigor, commercial experience and intuitive judgment. Over 38,500 Grant Thornton people, in more than 130 countries, are focused on making a difference to clients, colleagues and the communities in which we live and work.

Grant Thornton Moldova is a member firm of Grant Thornton International Ltd, a network of independent audit, tax, advisory and outsourcing professionals.



**Name:** Grawe Carat Asigurări

**Type:** Insurance

**Tel:** (+373 22) 225 596

**Fax:** (+373 22) 213 533

**Email:** office@grawe.md

**Address:** 51, Alexandru cel Bun St., Chisinau, MD-2012, Moldova

**Web:** www.grawe.md

**General Director:** Veronica Malcoci

**Activity:** GRAWE Carat Asigurări is part of GRAWE Group, an international financial group, with its head office in Austria (Grazer Wechsel-seitige Versicherung AG). GRAWE Carat launched activity in 2004, providing services exclusively on life insurance segment. Since 2009 the range of products was diversified, currently being one of the few insurance companies that offer a full range of insurance products in both segments - life and general.

Grawe Carat Asigurări is the 1nd largest player on the insurance market and holds 15% of the market share (2015). The company is an absolute leader in the field of life insurance with a market share of 96%. It provides professional and reliable product packages, such as:

- Life insurance;
- Motor insurance;
- Property insurance;
- Accident and health insurance;
- Cargo, CMR.



**Name:** Hammer  
**Type:** Wholesale  
**Tel:** (+373 22) 317 369  
**Fax:** (+373 22) 296 494  
**Email:** brisar@arax.md  
 info@hammer.md  
**Address:** 21, Petricani St.,  
 MD-2064, Chisinau, Moldova  
**Web:** www.hammer.md  
**CEO:** Alexei Potasnii

**Activity:** Company Brisar Com is one of the biggest importers and sellers of the power tools and construction equipment in Moldova. The basic lines of activity are import, sales and service of power tools, generators, air compressors and chain saws. The company has successfully operated on the market since 2000 and has 35 qualified employees who have passed profile training at manufacturers.

The basic brands are Metabo, Hitachi, Jet and its own registered DIY class brand Hammer. Shops are located in Chişinău and in all of the largest cities of Moldova.

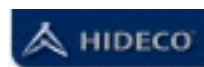


**Name:** Herbalife  
**Type:** Nutritional Supplements  
**Tel:** (+373 22) 265 888  
**Fax:** (+373 22) 265 889  
**Email:** moldova@herbalife.com  
**Address:** 81/1, Ismail St., Chisinau,  
 MD-2001, Moldova  
**Web:** www.herbalife.md  
**Director:** Angela Capatina

**Activity:** Herbalife is a global nutrition company that has helped people pursue an active, healthy life since 1980. Herbalife products, which include protein shakes and snacks, energy and fitness drinks, vitamins and nutritional supplements, and a complete bath and body care line, are available exclusively through independent distributors in more than 80 countries. Herbalife

recorded net sales of \$4.1 billion in 2012. Herbalife supports the Herbalife Family Foundation (HFF) and its Casa Herbalife program to help bring good nutrition to children in need. The company also sponsors world-class athletes, teams and events around the globe, including the LA Galaxy and FC Barcelona soccer clubs, as well as champions in more than 15 other sports.

The company's mission is to change people's lives by providing the best business opportunity in direct selling and the best nutrition and weight management products in the world.



**Name:** HIDECO  
**Type:** Energy  
**Tel:** (+373 22) 859 201/859 240  
**Fax:** (+373 22) 859 205/859 242  
**Email:** hideco@hiq.md  
**Address:** 8, Padurii St., MD-2002,  
 Chisinau, Republic of Moldova  
**Web:** www.hideco.md  
**Chairman:** Anatolie Macarov

**Activity:** HIDECO S.A. is a dynamic developing Moldovan company, already well known on power industry market. The company's activity aims at solving high-priority tasks of power industry sector development, thus ensuring the balance between electricity production and its consumption, increasing the reliability of power supply system.

Hideco S.A. is the only company in Republic of Moldova that provides construction and service of distributed power systems for generation, cogeneration, trigeneration of electricity and modernization of energy sector grid infrastructure. The company offers high-performance power generating equipment providing also cogeneration and trigeneration solutions – microturbines and small capacity turbines.

In order to improve the reliability of existing power supply systems, the experts of Hideco perform construction, equipment installation, reconstruction and modernization of power-grid facilities at power

generation and distribution enterprises in the Republic of Moldova, Black Sea regions and CIS countries.



**Name:** Imperial Tobacco  
**Type:** Consumer Goods  
**Tel:** (+373 22) 444 002  
**Fax:** (+373 22) 442 023  
**Email:** info@md.imptob.com  
**Address:** 23, Aerodromului St.,  
 MD-2024, Chisinau, Moldova  
**Web:** www.imperial-tobacco.com  
**General Manager:** Vladimir Pyatkin  
**Activity:** Imperial Tobacco is a business for consultations and management in Moldova.

Imperial Tobacco Group is the fourth global tobacco company running its business worldwide.



**Name:** Imunotehnomed SRL  
**Type:** Medical  
**Tel:** (+373 22) 28 69 74  
**Fax:** (+373 22) 73 87 20  
**Email:** office@imunotehnomed.md;  
 sergiu.rata@imunotehnomed.md  
**Address:** 42, Gheorghe Asachi str.,  
 MD-2028 Chisinau, Moldova  
**Web:** www.imunotehnomed.md  
**General Manager:** Sergiu Rata

**Activity:** Company Imunotehnomed Ltd. is specialized in distribution and servicing of medical equipment, laboratory equipment and consumables. It represents several most important manufacturers in the field. Since 1995, when the company has been established, it managed to become a well know company for quality products and services.

Also as a part of Imunotehnomed, it has its own diagnostics laboratory (MedExpert) equipped with state of the art equipment, where the best consumables and test kits are used and highly qualified personnel work.



**Name:** Incaso  
**Type:** Financial Institutions  
**Tel:** (+373 22) 853 785  
**Fax:** (+373 22) 853 765  
**Email:** info@incaso.md  
**Address:** 138/1, Hancesti Rd.,  
 MD-2070, Chisinau, Moldova  
**Web:** www.incaso.md  
**Director:** Veaceslav Mirza  
**Activity:** Incaso is a leader in mass-market debt collection services that propose debt collection, claims recovery. In 2011 and 2012, Incaso was designated brand of the year by the Chamber of Commerce and Industry of the Republic of Moldova. In 2012, Incaso has successfully passed the Quality Audit in accordance with ISO 9001: 2008. Incaso is the founding member of the Employers Association of Debt Collection Companies EADCC - www.apcd.md.



**Name:** Indigo Ogilvy  
**Type:** Advertising  
**Tel:** (+373 22) 855 850  
**Fax:** (+373 22) 294 869  
**Email:** welcome@indigo.md  
**Address:** 25/2, S. Lazo St.,  
 MD-2004, Chisinau, Moldova  
**Web:** www.indigo.md  
**Director:** Diana Boico  
**Activity:** Ogilvy & Mather is a worldwide agency network providing advertising, marketing, and public relations services, with its headquarters based in Manhattan and is a part of the WPP group. It operates 450 offices in 120 countries with approximately 18,000 employees.  
 Indigo Ogilvy believes advertising should help its clients sell and that successful advertising for any product is based on information about its consumer. Indi-

go Ogilvy Moldova does the full cycle of communication services including: strategy, creative: ATL/BTL, production, media planning & buying.

Its portfolio covers a variety of ATL/BTL projects for major local and international brands and its work speaks for itself. Please feel free to contact Indigo Ogilvy for additional information about agency credentials or other details.



**Name:** Indra Sisteme  
**Type:** Computer Services  
**Tel:** (+373 22) 225 772  
**Fax:** (+373 22) 838 363  
**Email:** tprisacar@indracompany.com  
**Address:** 202, Stefan cel Mare Blvd., 5th floor, MD-2004,  
 Chisinau, Moldova  
**Web:** www.indracompany.com  
**Administrative Manager:** Tatiana Prisăcaru

**Activity:** Indra is a global company of technology, innovation, and talent, leader in high value-added solutions and services for the transport and traffic, energy and industry, public administration and healthcare, finance, insurance, security and defense, and telecom and media sectors. Indra operates in over 100 countries and has 29,000 employees worldwide who share their knowledge of different sectors and countries to find innovative solutions to the challenges that clients face. Indra is the European company that invests most in R&D in its sector.

By combining electronics, communications and IT, its solutions add intelligence to different infrastructures in order to respond to clients' new challenges and problems and improve their economic, social and environmental performance, thus guaranteeing their long-term sustainability.



**Name:** lute Credit  
**Type:** Financial Institutions  
**Tel:** (+373 22) 801 500  
**Fax:** (+373 22) 801 513  
**Email:** info@iutecredit.md  
**Address:** 56/1B, Ismail St.,  
 MD-2001, Chisinau, Moldova  
**Web:** www.iutecredit.md  
**CEO:** Stanislav Tuzlucov

**Activity:** The MFO lute Credit began its activities on the financial services market of the Republic of Moldova in August, 2008. It has been growing ever since, and as of 2012, has achieved a leading place in portfolio volume on the Moldovan MFO market. Its 100% shareholder is Estonian joint stock company, lute Credit Europe.

Since opening, ICS OM lute Credit is actively developing and following the objective to be a leader in the consumer lending industry.

At the moment, the company has a main office in Chisinau and branch offices in Balti, Comrat and Cahul, as well as a large number of partners in retail lending. People can buy and take its credit directly in the shops. Its work procedure is built around modern IT solutions and modern thinking, which allow cutting costs and skipping traditional working methods of Moldovan banking and MFO sector.



**Name:** JT International  
 Luxembourg, Representative  
 Office in the Republic of Moldova  
**Type:** Consumer Goods  
**Tel:** (+373 22) 605 954  
**Fax:** (+373 22) 607 374  
**Email:** Nicolae.Corlateanu@jti.com  
**Address:** 7/6, Liviu Deleanu St.,  
 MD-2071, Chisinau, Moldova  
**Web:** www.jti.com  
**Corporate Affairs and Communications Associate:** Nicolae Corlăteanu ■■■



**Activity:** JTI, a member of the Japan Tobacco Group of Companies, is a leading international tobacco manufacturer. It markets world-renowned brands such as Winston, Camel, Mevius and LD. Other global brands include Benson & Hedges, Silk Cut, Sobranie and Glamour. With headquarters in Geneva, Switzerland, and about 26,000 employees worldwide, JTI has operations in more than 120 countries. Its core revenue in the fiscal year ended December 31, 2015, was USD 10.3 billion. For more information, visit [www.jti.com](http://www.jti.com).



**Name:** KB-Walkoma  
**Type:** Water Resources Engineering  
**Tel:** (+373 22) 809 280  
**Email:** [admin@kb-w.com](mailto:admin@kb-w.com)  
**Address:** 25, Mt. Banulescu Bodoni St., Office 24, MD-2009, Chisinau, Moldova  
**Web:** [www.kb-walkoma.com](http://www.kb-walkoma.com)  
**General Director:** Kelsey Walters  
**Activity:** KB-Walkoma SRL is a US wholly owned subsidiary in the Republic of Moldova specializing in Water Resources Engineering in urban, agriculture, and environmental conditions. By investing in Moldova we will provide technical experts in Moldova the opportunity to contribute to technical projects located both in the US and Moldova under the supervision of reputable American technical experts while conforming to accredited American Engineering standards.



**Name:** KPMG Moldova SRL  
**Type:** Audit/ Tax/ Advisory  
**Tel:** (+373 22) 580 580  
**Fax:** (+373 22) 540 499  
**Email:** [kpmg@kpmg.md](mailto:kpmg@kpmg.md)  
**Address:** 171/1, Stefan cel Mare Blvd., 8th floor, MD-2004, Chisinau, Moldova

**Web:** [www.kpmg.md](http://www.kpmg.md)

**Audit Senior Manager:** Vitalie Corniciuc

**Activity:** KPMG is a global network of professional firms providing Audit, Tax and Advisory services. KPMG operates in more than 155 countries and has over 174,000 people working in member firms around the world. The independent member firms of the KPMG network are affiliated with KPMG International Cooperative ("KPMG International"), a Swiss entity.

In Romania, KPMG was founded in 1994 and now operates from six offices, in Bucharest, Timisoara, Cluj Napoca, Iasi, Constanta and in Chisinau (the Republic of Moldova) since 1997.

The practice has more than 800 staff, including 18 Partners, both Romanian and expatriates from the Canada, France, Israel, Sweden etc.



**Name:** Lafarge  
**Type:** Cement/Construction  
**Tel:** (+373 254) 55 500  
**Fax:** (+373 254) 55 549  
**Email:** [ciment.rezina@lafargeholcim.md](mailto:ciment.rezina@lafargeholcim.md)  
**Address:** 1, Viitorului St., MD-5400, Rezina, Moldova  
**Web:** [www.lafarge.md](http://www.lafarge.md)  
**Director:** Nicolas Valdinoci  
**Activity:** Lafarge Ciment (Moldova) is the largest cement producer in Moldova. It is a subsidiary of French construction materials Group Lafarge – world leader in building materials. Group Lafarge is a company specializing in four major products: cement, construction aggregates, concrete and gypsum wallboard. Present in 64 countries, the Group responds to the world's demand for housing and infrastructure.



**Name:** Lear Coporation  
**Type:** Automotive & Suppliers  
**Tel:** (+373 236) 30 700  
**Fax:** (+373 236) 30 799  
**Email:** [cbontea@lear.com](mailto:cbontea@lear.com)  
**Address:** 3, Gh. Crestiuc St., Ungheni, MD- 3603, Moldova  
**Web:** [www.lear.com](http://www.lear.com)  
**General Manager:** Marian Lefter  
**Activity:** Lear Corporation is ranked #174 on the Fortune 500 with world-class products designed, engineered and manufactured by a diverse team of talented employees. As a leading supplier of automotive seating and electrical, Lear serves its customers with global capabilities while maintaining individual commitment. With headquarters in Southfield, Michigan, Lear maintains 240 locations in 35 countries around the globe and employs approximately 135,000 employees.



**Name:** Legal Solutions  
**Type:** Legal Services for Business  
**Tel:** (+373 22) 220 880  
**Fax:** (+373 22) 221 010  
**Email:** [office@legalsolutions.md](mailto:office@legalsolutions.md)  
**Address:** 27/1, Vlaicu PircaLab St., Chisinau, Moldova  
**Web:** [www.legalsolutions.md](http://www.legalsolutions.md)  
**Executive Director:** Cornel Cibotaru  
**Activity:** LP Legal Solutions was founded in 1996 by a group of young lawyers with international education and experience; its success propelled the firm to its present position in the top of Moldova's legal consulting market. This fact stated by Global Chambers and Partners Review placed them in this position amongst their ranking tables.  
 Being acclaimed for assistance rendered in the business and corporate fields, Legal Solutions has rendered legal services to a wide range of transactions on finance

and banking, corporate, securities, tax, investment, real estate, privatization, agribusiness, including litigation, etc. The services rendered are conceived to carefully protect the interests of its clients and at the same time to be unfailing in obtaining effective solutions, and whenever necessary, practical creative solutions to the problem tackled.



**Name:** Maib-Leasing  
**Type:** Leasing  
**Tel:** (+373 22) 844 202  
**Fax:** (+373 22) 500 538  
**Email:** [info@leasing.md](mailto:info@leasing.md)  
**Address:** 49/4, Tighina St., MD-2001, Chisinau, Moldova  
**Web:** [www.leasing.md](http://www.leasing.md)  
**CEO:** Petru Antonov

**Activity:** MAIB-Leasing S.A. is one of the largest leasing companies in the Republic of Moldova. The unique shareholder is BC Moldova Agroindbank – one of the largest and stable banks of Republic of Moldova. The company was founded in 2002 with the aim of developing successful European types of financial services – leasing.

Maib-Leasing's strategy has been initially focused on leadership in its segment, so the company is positioning itself as the most effective leasing institute.

Its assets are its reputation and employees. Its task is to establish a positive working environment based on integrity, teamwork and respect in which each is personally liable for what he does.

Maib-Leasing's leadership comes from its ability to effectively manage itself and the provision of services to its clients. Its goal is rational and efficiently executed.

With Maib-Leasing, clients can quickly and easily complete a purchase in a lease for any amount or get quality advice on issues related to leasing.

In February 2011, MAIB-Leasing S.A. has received ISO9001: 2009 certificate.



**Name:** Mary Kay Moldova  
**Type:** Cosmetics  
**Tel:** (+373 22) 259 810  
**Fax:** (+373 22) 259 811  
**Email:** [tatiana.josan@mkcorp.com](mailto:tatiana.josan@mkcorp.com)  
**Address:** 62, Sciusev St., MD-2012, Chisinau, Moldova  
**Web:** [www.marykay.md](http://www.marykay.md)  
**Director of Moldova Operations:** Marina Moraru

**Activity:** Mary Kay is one of the world's largest direct selling companies with more than \$4.0 billion in annual wholesale sales worldwide. Mary Kay was founded in 1963 by Mary Kay Ash with the goal of helping women achieve personal growth and financial success. Mary Kay remains committed to enriching women's lives, and today more than 3.5 million people of all backgrounds are enjoying the advantages of being Mary Kay Independent Beauty Consultants. Mary Kay's high-quality skin care and color cosmetics products are sold in more than 35 countries around the world.

Mary Kay is a premier beauty company that produces premium products in its state-of-the-art manufacturing facilities in Dallas, Texas, and Hangzhou, China. Mary Kay spends millions of dollars and conducts more than a half million tests annually to ensure that Mary Kay® products meet the highest standards of quality, safety and performance.

Mary Kay Ash founded her company on the Golden Rule and emphasized the importance of giving back to others. Because of this commitment, Mary Kay is changing the lives of women and children around the world through its corporate social responsibility initiative known as Pink Changing Lives®. Through its Beauty That Counts® campaign, Mary Kay has donated millions of dollars from the worldwide sale of Beauty That Counts® products to causes that change the lives of women and children around the world.



**Name:** Medpark International Hospital  
**Type:** Medical  
**Tel:** (+373 22) 400 040  
**Fax:** (+373 22) 400 004  
**Email:** [info@medpark.md](mailto:info@medpark.md)  
**Address:** 24, A.Doga St., MD-2024, Chisinau, Moldova  
**Web:** [www.medpark.md](http://www.medpark.md)  
**General Manager:** Olga Schiopu  
**Activity:** Medpark International Hospital is the biggest private hospital in the Republic of Moldova comprising the largest number of departments and medical services, maternity ward and surgery block with four operative theaters and an interventional cardiology room, integrated with two intensive care units. Evidence-based medicine is the main approach in its practice.



**Name:** Metro Cash & Carry Moldova  
**Type:** Consumer Goods  
**Tel:** (+373 22) 405 201  
**Fax:** (+373 22) 319 326  
**Email:** [info@metro.md](mailto:info@metro.md)  
**Address:** 5, Chisinaului St., Stauceni, MD-4839, Chisinau, Moldova  
**Web:** [www.metro.md](http://www.metro.md)  
**Director:** Michele D'Introno  
**Activity:** METRO Cash & Carry is part of METRO GROUP, one of the largest and most international retailing companies worldwide. Some 220,000 employees from 171 nations are working at around 2,000 locations in 29 countries in Europe and Asia. The portfolio of its strong sales brands offers a wide range of services for private and commercial customers.  
 Four sales lines with leading positions:

- METRO Cash & Carry: self-service wholesale;
- Media-Saturn: consumer electronics stores;

- Real: hypermarkets.

METRO Cash & Carry Moldova was launched in 2004 by the opening of the first store in Chisinau. In 2006, an additional two stores were opened in Chisinau and Balti. METRO Cash & Carry Moldova now employs 700 employees.



**Name:** Microinvest  
**Type:** Microfinance Institutions  
**Tel:** (+373 22) 250 025  
**Fax:** (+373 22) 229 902  
**Email:** microinvest@microinvest.md  
**Address:** 12, Renasterii Nationale Blvd., 3rd Floor, MD-2012, Chisinau, Moldova  
**Web:** www.microinvest.md  
**CEO:** Dmitrii Svinarenko  
**Activity:** Microinvest is a microfinance organization launched on 29th of April, 2003 with the mission to provide competitive financial solutions to micro and small businesses (micro, small, medium (MSMEs) and cooperatives) and individuals in order to develop entrepreneurship, create new jobs and raise the life standard of citizens while providing satisfactory returns to shareholders.  
 Microinvest provides loans to MSMEs as follows: Simplus < 70 000 lei; Simplus Plus <125 000; Start 125 001 - 300 000 lei; Forte > 300 001 lei.



**Name:** Microsoft Moldova  
**Tel:** (+373 22) 843 500  
**Fax:** (+373 22) 843 600  
**Email:** Moldova@microsoft.com  
**Address:** 63, Vlaicu Parcalab St., Office 5C3, MD-2012, Chisinau, Moldova  
**Web:** www.microsoft.md  
**Business Development Manager:** Serge Shmigaliyov  
**Activity:** Founded in 1975, Microsoft is the worldwide leader in

software, services, and solutions that help people and businesses realize their full potential.



**Name:** Moldcell  
**Type:** Mobile Communication Services  
**Tel:** (+373 22) 206 206/206 010  
**Fax:** (+373 22) 206 207/206 090  
**Email:** e.cernei@moldcell.md  
**Address:** 3, Belgrad St., MD-2060, Chisinau, Moldova  
**Web:** www.moldcell.md  
**General Manager:** Barkin Secen  
**Activity:** Moldcell is a dynamic GSM operator activating since year 2000 on the Moldovan market and constantly working to provide high quality telecommunication services that help people and companies communicate in an easy, efficient and friendly way.  
 As part of international Swedish-Finnish group TeliaSonera, Moldcell has become one of the top economic agents in the country, positively influenced the development of the information infrastructure of Moldova, stimulated appearance and growth of the business sectors adjacent to telecommunications, and made a substantial contribution to the state budget.

Moldcell is responsible for a number of "firsts" in the Moldovan mobile market, including the launch of SMS service, prepaid roaming, per-second charging of voice calls, Car Fleet Management and Mobile Office services, WAP/Internet access, GPRS and EDGE based services. Moldcell was also the first operator to launch 3G services and the full set of BlackBerry® services in Moldova.

It was the first to introduce round-the-clock customer care and pilot the Corporate Social Responsibility approach in Moldova. Moldcell's network currently covers 97% of the population of Moldova's territory. By now, Moldcell has earned the trust of over 1 million subscri-

ers. The operator is represented in over 3,000 points of sale all over the country.



**Name:** Moldova Agroindbank  
**Type:** Financial Institutions  
**Tel:** (+373 22) 222 770/216 685  
**Fax:** (+373 22) 228 058/242 781  
**Email:** aib@maib.md  
**Address:** 9, Cosmonautilor St., MD-2005, Chisinau, Moldova  
**Web:** www.maib.md  
**President:** Serghei Cebotari

**Activity:** Moldova Agroindbank is Moldova's leading banking institution, holding the highest share on this market, including the largest assets and the largest portfolio of loans and private deposits. Set up in 1991, the bank has lately witnessed an exceptional development. Due to unique cutting-edge banking technologies launched on the market on a regular basis, Moldova Agroindbank is viewed as a promoter of hi-tech smart banking products and services. In 2013 the Bank's performance was rewarded both internationally and nationally. The "Best Bank" awards of the British magazines Global Finance and Global Banking & Finance Review, the award for excellent quality in the delivery of commercial payments and financial institution transfers of the German Commerzbank AG, "MAIB – the most valuable brand" awarded by the Ukrainian MPP Consulting and the "Most socially responsible bank" of the Moldovan Chamber of Commerce and Industry are only some of the prizes the bank won in 2013. Moldova Agroindbank has also made it to the top of the best South-eastern European banks. The management team, headed by Serghei Cebotari, the Chairman of the Management Board, promotes wise corporate governance based on transparency and respect for partners, customers, employees and society.



**Name:** Monicol  
**Type:** Food/Beverages  
**Tel:** (+373 22) 500 675  
**Fax:** (+373 22) 500 676  
**Email:** info@monicol.md  
**Address:** 49-5, Bernardazzi St., MD-2012, Chisinau, Moldova  
**Web:** www.monicol.md  
**General Manager:** Dumitru Vicol  
**Activity:** "Monicol" LLC deals with producing and exporting walnut kernels and dried fruits. It was founded in 2001 and in this time has developed its product range and production facilities, thus becoming one of the local market leaders in this field. During its activity the company has built a positive image on the local as well as on the foreign markets supplying its products to a large range of companies around the world.

## NCH Advisors Inc.

**Name:** NCH Advisors Inc., Representative Office in the Republic of Moldova  
**Type:** Investment  
**Tel:** (+373 22) 234 771  
**Fax:** (+373 22) 243 627  
**Email:** info@nchadvisors.md  
**Address:** 63, Vlaicu Parcalab St., MD-2012, Chisinau, Moldova  
**Web:** www.nchadvisors.com  
**Head of NCH Moldova:** Victor Popusoi  
**Activity:** Headquartered in New York, United States of America and registered with the U. S. Securities and Exchange Commission, NCH Advisors Inc. administers the New Century Holdings (NCH) Funds. NCH Advisors Inc. has representative offices in Moldova, Romania, Bulgaria, Ukraine, Russian Federation, Latvia, the Western Balkans, Brazil. NCH is a group of Investment Funds specializing in medium to long-term investment in companies and properties in Eastern Europe, the Western Balkans and Latin America. NCH accumulates funds from reputable

investors which include pension funds, trusts and foundations, other investment funds and individuals. These include a number of top university endowments in the United States, world-renown foundations and large, well-known family investment offices.

NCH has considerably extended its investment activity in Moldova during the past years, holding a diverse portfolio of projects in the finance, real estate, industry and agribusiness sectors.



**Name:** Nefis  
**Type:** Food/Beverages  
**Tel:** (+373 23) 744 000  
**Fax:** (+373 23) 744 033  
**Email:** nefis@nefis.md  
**Address:** 2/3, Rivaz Lomtadze St., Cojusna village, MD-3715, Strasen, Moldova  
**Web:** www.nefis.md  
**CEO:** B. Burcin Kilicoglu  
**Activity:** Nefis is Moldova's biggest biscuit, candy, wafer, and chocolate manufacturer, holding approximately 70% of Moldova's biscuit market with 450 employees. The company was founded in 1997 in the Floresti city.

More than 100 different kinds of products are distributed throughout Moldova by its own distributing company which is located in the capital city, Chisinau, and exported to more than a dozen countries including USA, Germany, Russia, Slovakia, Estonia, Latvia, Letonia, Georgia, Australia, South Africa, Israel, Liberia, Sierra Leone, Romania, Czech Republic, Belarus, Kosovo, Bosnia etc.



**Name:** Nestle  
**Type:** Food/Beverages  
**Tel:** (+373 22) 210 563  
**Fax:** (+373 22) 211 175

**Email:** Alexander.Georgievsky@ua.nestle.com  
**Address:** 49/4, Tighina St., MD-2001, Chisinau, Moldova  
**Web:** www.nestle.com  
**General Manager:** Alexander Georgievsky

**Activity:** Nestlé is the world's leading nutrition, health and wellness company. Its mission of "Good Food, Good Life" is to provide consumers with the best tasting, most nutritious choices in a wide range of food and beverage categories and eating occasions, from morning to night.

Nestlé has 447 factories, operates in 194 countries, and employs around 333,000 people. It is one of the main shareholders of L'Oréal, the world's largest cosmetics company.



**Name:** Nova Poshta  
**Type:** Logistics and Transport  
**Tel:** (+373 22) 855 969  
**Fax:** (+373 22) 855 968  
**Email:** info.md@novaposhta.md  
**Address:** 18/1, Vlaicu Parcalab St., Chisinau, Moldova  
**Web:** www.novaposhta.md  
**CEO:** Ghenadie Celac  
**Activity:** Nova Poshta is an express delivery company that provides its services locally and cross-border. They cover deliveries all over Moldova, with services like correspondence, parcels and combined consolidate express deliveries (pallet format), in 24 hours. Nova Poshta also seeks to move their services to European market. In the near future they will move to China and USA. The company comes from its Ukrainian mother company Nova Poshta – 100% leader in express deliveries on the Ukrainian market. Therefore their goal is to become the best delivery company in Moldova. Nova Poshta means 'delivery of the future', and they really care about that.





**Name:** Orange Moldova  
**Type:** Telecommunications  
**Tel:** (+373 22) 975 010  
**Fax:** (+373 22) 975 026  
**Email:** orange@orange.md  
**Address:** 75, Alba-Iulia St., MD-2071, Chisinau, Moldova  
**Web:** www.orange.md  
**General Director:** Liudmila Climoc  
**Activity:** Orange Moldova is part of Orange Group, one of world leaders in telecommunications services, with its headquarter in Paris, France. In Moldova, the company started its activity in October 1998, with the trademark Voxtel, and, as a result of rebranding, on April 2, 2007, it became Orange Moldova.  
 Currently, the company is the no. 1 operator on the telecommunication market in Moldova, it counts over 2.6 million customers.  
 Orange owns the largest 3G+ and 4G+ networks, at the highest speeds up to 300 Mbps. Orange Moldova network was internationally certified by a German company as "Best in test" in Moldova.  
 The services of the company can be accessed within the entire territory of the country, via its network of over 3600 sales points. Also, its customers can benefit from support offered 24/7. The company had reconfirmed its statute of the no. 1 operator in innovations by launching two international premieres: HD Voice and HD Voice International.  
 In 2014, Orange Moldova was again certified with 4 ISO standards. Thus, Orange Moldova became the first and the only company in the field of telecommunications in our country which has 4 international ISO certificates for the management of quality, environment, informational security and labor security. In 2016, for the third consecutive

time, Orange Moldova received certificates for Top Employer in Moldova and in Europe. Orange Group also received the worldwide certification "Top Employer Global 2016" for the very first time. These certificates are only offered to companies which apply high quality standards in offering excellent work conditions to its employees.

Orange Moldova is a socially responsible operator, a statute reconfirmed also by the activity of the Foundation with the same name in our country. From its launching, OMF has implemented over 50 social projects in different fields, with around 200 thousand people benefiting from them.



**Name:** Orbico Moldova  
**Type:** Wholesale  
**Tel:** (+373 22) 472 402, 022 121  
**Fax:** (+373 22) 022 120  
**Email:** office@orbico.md  
**Address:** 20, Varnita St., Chisinau, Moldova  
**Web:** www.orbico.md  
**General Director:** Victor Nistorica  
**Activity:** Orbico Moldova is a part of Orbico Group, now represented in 18 countries of Europe such as Germany, Austria, Poland, Croatia, Bulgaria. Orbico Moldova was founded in 2009 and since then it is the leading distributor for a large number of quality globally known brands ranging from beauty care products through food and non-food products. Such an extensive and diversified range of brands and products portfolio demands high flexibility, openness to constant change, flexible organization and investing in people development and in brands.

Our aim is to generate sustainable business growth and to create added value for our business partners and for brands in our portfolio. Our customers are all relevant and renowned market participants ranging from large

multinational chains, local retail chains to wholesale stores, pharmacies and B2B entrepreneurs. Therefore, Orbico is a partner of choice to best meet the needs of our business partners with an optimal mix of product offering, services, flexibility and local expertise.

With a team of passionate professional experts we offer complete and comprehensive business solutions for sales, logistics services, marketing and brand management for brands in our portfolio.

Nowadays, Orbico is in the Top 3 Distributors, Top 3 Best Employers, and Top 30 Biggest Importers in Moldova.



**Name:** Orhei-Vit  
**Type:** Beverages  
**Tel:** (+373 22) 835 444  
**Fax:** (+373 22) 835 404  
**Email:** t.lisa@orhei-vit.com  
**Address:** 40, Industriala St., MD-2023, Chisinau, Moldova  
**Web:** www.orhei-vit.com  
**CEO:** Boris Efimov  
**Activity:** Orhei-Vit is a business that produces natural fruit drinks and canned vegetables. It was founded in 1945, but the existing infrastructure was established in the early 80's, when the second production line was put into operation and the aseptic department for juice storage was created. The enterprise has the opportunity to make 30 million packages and 15 million bottles of various natural juices and nectar annually. The company has gained awards in foods and drinks in Paris and Barcelona.



**Tax • Legal • Accounting**

**Name:** P.A.A. Tax, Legal, Accounting  
**Type:** Tax/Legal/Accounting  
**Tel:** (+373 22) 582 106  
**Fax:** (+373 22) 754 454  
**Email:** office@paa.md  
**Address:** 202, Stefan cel Mare Blvd., 2nd floor, MD-2004, Chisinau, Moldova  
**Managing Partner:** Carolina Vieru  
**Activity:** PAA was founded in 2004. PAA has tailored its services including accounting, tax and legal services to address the complex business challenges faced by the clients. The company offers the extensive expertise resources combined with competence, experience and knowledge of business practices, intricacies of local legislation and the vast possibilities of doing business. PAA has a wide range of experience in providing professional services to large international companies, development programs and projects in Moldova.



**Name:** Pedersen & Partners  
**Type:** Human Resources  
**Tel:** (+373 22) 838 770  
**Fax:** (+373 22) 838 771  
**Email:** chisinau@pedersenandpartners.com  
**Address:** 49/3, Tighina St., Office 53, MD-2001, Chisinau, Moldova  
**Web:** www.pedersenandpartners.com  
**Director:** Anastasia Aprodu  
**Activity:** Pedersen & Partners is a leading international Executive Search firm. We operate 56 wholly owned offices in 52 countries across Europe, the Middle East, Africa, Asia & the Americas. Our values of trust, relationship and professionalism apply to our interaction with clients as well as executives. More information about Pedersen & Partners is available at www.pedersenandpartners.com



**Name:** Pegas  
**Type:** Food  
**Tel:** (+373 22) 291 000  
**Fax:** (+373 22) 291 000  
**Email:** info@pegas.md  
**Address:** 174, Petricani St., Chisinau, Moldova  
**Web:** www.pegas.md  
**CEO:** Uliana Bespaluic  
**Activity:** Pegas is a family establishment, starting its business with a small production of sausages in 1992. Today, Pegas is a leading meat processing enterprise which is equipped with the latest techniques. Daily production is on average of about 10 tons of sausages and deli meats. Pegas is awarded by "Golden Mercury" and "Consumer Confidence" and has earned an ISO 22000 certificate issued by TUV Thuringen (Germany). The list of products is more than 150 kinds of sausages and deli meats. Pegas has three branded stores and a restaurant. Products are sold in 1,500 shops and supermarkets throughout Moldova.



**Name:** PetroM Moldova  
**Type:** Energy  
**Tel:** (+373 22) 858 999  
**Fax:** (+373 22) 858 989  
**Email:** secretary@petrom.md  
**Address:** 1/1, D. Cantemir Blvd., MD-2001, Chisinau, Moldova  
**Web:** www.petrom.md  
**CEO:** Constantin Ivas  
**Executive Director:** Olese Gavrilan  
**Activity:** "PetroM" Company entered on the Moldovan market since 2000, growing with each year of activity. Today, PetroM Moldova operates throughout the country with about 100 filling stations, being one of the largest fuel distribution networks in Moldova.



**Name:** Philip Morris Management Services B.V., Representative Office in the Republic of Moldova  
**Type:** Consumer Goods  
**Tel:** (+373 22) 824 002  
**Fax:** (+373 22) 835 641  
**Email:** Andrei.Vrabie@pmi.com  
**Address:** 21/3, N. Dima St., MD-2068, Chisinau, Moldova  
**Web:** www.pmi.com  
**Manager Corporate Affairs:** Andrei Vrabie

**Activity:** Philip Morris Management Services B.V. Representative Office in the Republic of Moldova was opened in Chisinau in 1996. It is responsible for the promotion and merchandising of tobacco products manufactured by affiliates of Philip Morris International Inc. and sold in Moldova.

Philip Morris International, the parent company of Philip Morris Management Services B.V., is the leading international tobacco company and produces many of the world's best-selling cigarette brands.

Striving to be a socially responsible manufacturer, Philip Morris International supports a number of charitable initiatives worldwide, including programs in Moldova. ■



**Name:** Politrans

**Type:** Transportation

**Tel:** (+373 22) 422 664

**Fax:** (+373 22) 428 663

**Email:** info@plt.md

**Address:** 90A, Uzinelor St., MD-2033, Chisinau, Moldova

**Web:** www.plt.md

**CEO:** Oleg Gherastovschii

**Activity:** Politrans is an international transport and logistics company that offers combined transport solutions and logistics services. Their continuous improvement of products is aimed at providing customers with effective and reliable services.



**Name:** PricewaterhouseCoopers Moldova (PwC)

**Type:** Assurance Services/Tax and Legal Services/Advisory Services

**Tel:** (+373 22) 238 122

**Fax:** (+373 22) 238 120

**Email:** name.surname@ro.pwc.com

**Address:** 37, Maria Cibotari St., MD-2012, Chisinau, Moldova

**Web:** www.pwc.com/md

**Office Leader:** Alexandru Gozun

**Tax & Legal Manager:** Alexandru Munteanu

**Assurance Manager:** Constantin Barbaros

**Activity:** PwC firms help organizations and individuals create the value they're looking for. We're a network of firms in 157 countries with more than 208,000 people who are committed to delivering quality in Assurance, Tax and Advisory services. This network structure provides PwC member firms with the flexibility to operate simultaneously as local businesses, but also on a global scale, creating a platform through which member firms share knowledge, skills and resources and deliver services of

consistently high quality to international and local clients.

PwC started operations in Moldova in 1996. It has continuously expanded the scope of its services and currently offers a full range of professional services to both international and Moldovan enterprises. Overseen by 16 partners and employing over 600 specialists and support staff, PwC operates in Romania and Moldova from a network of five offices in Bucharest, Timisoara, Cluj-Napoca, Constanta and Chisinau.



**Name:** Prime Capital

**Type:** Financial Institutions

**Tel:** (+373 22) 214 246

**Fax:** (+373 22) 543 043

**Email:** carmina.vicol@primecapital.md

**Address:** 63/1, V. Alecsandri St., MD-2009, Chisinau, Moldova

**Web:** www.primecapital.md

**General Director:** Carmina Vicol

**Activity:** Prime Capital is a financial non-banking institution that provides loans for residential mortgages and to SMEs.



**Name:** Raiffeisen Leasing

**Type:** Financial institutions

**Tel:** (+373 22) 279 313

**Fax:** (+373 22) 228 381

**Email:**

office@raiffeisen-leasing.md

**Address:** 51, Alexandru cel Bun St., MD-2012, Chisinau, Moldova

**Web:** www.raiffeisen-leasing.md

**General Manager:** Cornelia Cozlovski

**Activity:** Raiffeisen Group is present on the leasing market in Austria, Bulgaria, Bosnia and Herzegovina, Czech Republic, Poland, Romania, Russia, Serbia and Montenegro, Slovakia, Slovenia, Ukraine, Belarus, Hungary, Albania and Kazakhstan. Since November 2007, Raiffeisen Group also has a presence on the

Moldovan leasing market, through ICS Raiffeisen Leasing SRL.

Raiffeisen Leasing International GmbH (RLI), a part of the bank group Raiffeisen International, is now present in 18 countries in Central and Eastern Europe. The main services, executed by RLI, are universal leasing services – financing the procurement of trucks, equipment, machinery, cars and real estate.



**Name:** Red Union Fenosa

**Type:** Energy

**Tel:** (+373 22) 431 111

**Fax:** (+373 22) 431 675

**Email:** OT24@ufmoldova.md

**Address:** 4, A. Doga St., MD-2024, Chisinau, Moldova

**Web:** www.gasnaturalfenosa.md

**Country Manager:** Jose Luis Gomez Pascual

**Activity:** I.C.S. "Red Union Fenosa" S.A. is part of Gas Natural Fenosa, a leading group in the energy sector, pioneering in gas and electricity integration, which currently is present in more than 30 countries.

In the Republic of Moldova, I.C.S. "Red Union Fenosa" S.A. is the biggest electricity distributor which maintains over 869 thousand clients, individuals and legal entities, supplies electricity in 21 districts (out of 37) constituting the 70% of the territory of the country.

Gas Natural Fenosa's mission is to meet the energy requirements of society, providing quality products and services that are respectful to the environment, offering shareholders growing and sustainable performance and offering employees the possibility to develop their professional competencies.

The activity of the company in the economy of the country represents a European business model, being appreciated as an open enterprise for collaboration to promote pro-European and international values and a transparent and favorable investment climate for all businesses.



**Name:** Reglatrans

**Type:** Broker Services/Shipping & Freight Services

**Tel:** (+373 22) 857 007

**Fax:** (+373 22) 636 050

**Email:** reglatransbroker@gmail.com

**Address:** 53/4, Dacia Blvd., Office 2, MD-2062, Chisinau, Moldova

**CEO:** Iurie Gorea

**Activity:** Reglatrans – full range of services including customs broker services, shipping, and freight services throughout CSI, Europe and other countries.

The full range of customs services provided by Reglatrans enables complex and simultaneous solutions for all customs issues. As a vehicle fleet owner, Reglatrans guarantees transport availability at a specified time; the cargo will be removed and shipped according to the terms required. By receiving the full customs service package in Reglatrans, you save time, money and reduce the possible risks of working with multiple companies.



**Name:** Rilvan Group

**Type:** Moving and Relocations

**Tel:** (+373 22) 260 596/  
(+373 68) 540 729

**Fax:** (+373 22) 260 597

**Email:** office@rilvan.eu

**Address:** 190, Stefan cel Mare Blvd., Office 6, MD-2004, Chisinau, Moldova

**Web:** www.rilvan.eu

**CEO:** Theodor Popa

**Activity:** Rilvan Moving and Relocations is the most reliable moving company in all Eastern Europe. It offers a wealth of services like international move M=management, international door to door moves, office moves, storage, customs

clearance, vehicle registration, home search, orientation tours, immigration services, and comprehensive support for expatriate families, tenancy management, and departure assistance. As it already existed on the Romanian market for 12 years, its services are not simply at a high standard, but it is the best Moving & Relocation service you can get in all Eastern Europe.



**Name:** Ritlabs

**Type:** IT & Computers

**Tel:** (+373 22) 808 411

**Fax:** (+373 22) 808 405

**Email:** office@ritlabs.com

**Address:** 180, Stefan cel Mare Blvd., Office 102, MD-2004, Chisinau, Moldova

**Web:** www.ritlabs.com

**CEO:** Maxim Masiutin

**Activity:** Ritlabs SRL is a software company specializing in the development of secure communication products for corporate and private clients. The company delivers products for every kind of user, such as The Bat!, The Bat! Voyager, BatPost, SecureBat! Ritlabs SRL was founded in 1998 and soon after started developing service software, primarily the well-known Dos Navigator file manager. Later, the developers made the Dos Navigator free and released the source code allowing further development from the public. Now, the company focuses on a product line for secure data transfer in public information networks. Ritlabs SRL is based in Chisinau, Republic of Moldova, a city renowned for technological development expertise. The company's customers range from home-computing enthusiasts to businesses. The customers include government organizations, banks, IT software and hardware companies, and members of the aerospace industry. Multilingual support made it possible to widen the customer base.

In 2013 the Roche Group employed over 85,000 people worldwide, invested 8.7 billion Swiss francs in R&D and posted sales of 46.8 billion Swiss francs. Genentech, in the United States, is a wholly owned member of the Roche Group. Roche is the majority shareholder in Chugai Pharmaceutical, Japan. For more information, please visit www.roche.com.



**Name:** Roche

**Type:** Pharmaceuticals/Cosmetics

**Tel:** (+373 22) 241 177

**Fax:** (+373 22) 272 359

**Email:** tatiana.gutsul@roche.com

**Address:** 65, Stefan cel Mare Blvd., Office 715, Chisinau, Moldova

**Web:** www.roche.md

**CEO:** Tatiana Gutul

**Activity:** Headquartered in Basel, Switzerland, Roche is a leader in research-focused healthcare with combined strengths in pharmaceuticals and diagnostics. Roche is the world's largest biotech company, with truly differentiated medicines in oncology, immunology, infectious diseases, ophthalmology and neuroscience. Roche is also the world leader in vitro diagnostics and tissue-based cancer diagnostics, and a frontrunner in diabetes management. Roche's personalized healthcare strategy aims at proving medicines and diagnostics that enable tangible improvements in the health, quality of life and survival of patients. Founded in 1896, Roche has been making important contributions to global health for more than a century. Twenty-four medicines developed by Roche are included in the World Health Organization Model List of Essential Medicines, among them life-saving antibiotics, antimalarials and chemotherapy.

All trademarks used or mentioned in this release are protected by law.





**Name:** Rompetrol Moldova  
**Type:** Energy  
**Tel:** (+373 22) 233 959/858 570  
**Fax:** (+373 22) 233 950  
**Email:** office@rompetrol.md  
**Address:** 64, Sciusev St., MD-2012, Chisinau, Moldova  
**Web:** www.rompetrol.md  
**General Director:** Vladislav Rusnac  
**Activity:** Leader in the regional oil sector, Rompetrol is a multinational oil company, operating in 13 countries with the majority of its assets and operations based in the Black Sea and Mediterranean areas. The complexity and the number of executed projects at the global level, over time, have made Rompetrol the most well-known Romanian brand on the international market. "Romp Petrol Moldova" SA is a member company of Rompetrol Group that was created on September 23, 2002. Rompetrol Moldova offers high quality oil products, manufactured in compliance with European Standards (Euro 5) from the most modern refinery in Central and Eastern Europe – Petromidia of Romania.



**Name:** Rural Finance Corporation  
**Type:** Financial Institutions  
**Tel:** (+373 22) 595 559  
**Fax:** (+373 22) 595 659  
**Email:** office@microfinance.md  
**Address:** 10/5, Ion Creanga St., MD-2069, Chisinau, Moldova  
**Web:** www.microfinance.md  
**CEO:** Marcel Tonu  
**Activity:** Rural Finance Corporation is a microfinance institution that started in 1997. It provides microcredit to micro and small enterprises and individuals performing business activities. Rural Finance Corporation also pro-

vides wholesale finance to rural savings and credit associations which on-lend fund to its members. RFC is a Joint-Stock company owned by SCAs.



**Name:** Sanofi Moldova  
**Type:** Pharmaceuticals/Cosmetics  
**Tel:** (+373 22) 243 201  
**Fax:** (+373 22) 815 774  
**Email:** vladimir.gasnas@sanofi.com  
**Address:** 63, Vlaicu Parcalab St., Office E, 5th Floor, MD-2012, Chisinau, Moldova  
**Web:** www.sanofi.com  
**General Director:** Vladimir Gasnas  
**Activity:** Sanofi, a global healthcare leader, discovers, develops and distributes therapeutic solutions focused on patients' needs. Sanofi has core strengths in diabetes solutions, human vaccines, innovative drugs, consumer healthcare, emerging markets, animal health and Genzyme. Sanofi is listed in Paris (EURONEXT: SAN) and in New York (NYSE: SNY).



**Name:** Sarob  
**Type:** Industrials / Welding  
**Tel:** (+373) 610 604 00  
**Fax:** (+373) 610 604 00  
**Email:** info@sarob.md  
**Address:** 38A, Calea Iesilor St., MD-3100, Balti, Moldova  
**Director:** Asbjoern Oblasser  
**Activity:** We are specialized on Steel ST37, according to DIN 10 025, S235JR & S235JO, core processes are: manual welding, metal cutting, edging, bending, milling and drilling. We are using our international network and profound production experience for supplying the international market with goods made in Moldova according to high quality standards.

schönherr

**Name:** Schoenherr Attorneys at Law  
**Type:** Legal Services  
**Tel:** (+373 22) 240 300  
**Fax:** (+373 22) 240 301  
**Email:** office@schoenherr.md  
**Address:** 63, Vlaicu Parcalab St., Office 9A, MD-2012, Chisinau, Moldova  
**Web:** www.schoenherr.eu  
**General Partner:** Markus Piuk  
**Activity:** Schoenherr is a leading full service law firm in Central Europe. About 300 professionals service national and international clients from our offices in Belgrade\*, Bratislava, Brussels, Bucharest, Budapest, Kyiv, Ljubljana\*, Prague, Sofia\*, Vienna, Warsaw and Zagreb\* (\*cooperation office). Operating in a rapidly evolving environment, it is a dynamic and innovative firm with an effective blend of experienced lawyers and young talent. As one of the first international law firms to move into CEE/SEE, it has grown to be one of the largest firms in the region. With 12 offices and several country desks, its comprehensive coverage of the region means it can offer solutions that perfectly fit the given industry, jurisdiction and company.

Schoenherr's Moldova Office is headed by Vladimir Iurkovski. There have been several Schoenherr lawyers permanently based in Chisinau since January 2009. The office serves as a primary point of contact for our international clients interested in doing business in the Republic of Moldova and focuses mainly on high-end transactional work for international and local clients. Current mandates include M&A, corporate and commercial, real estate transactions for clients from the oil & gas (energy), communications, external advertising, insurance industries, financial institutions and public sector. It also advises and supplies services on banking & finance, competition, arbitration & dispute resolution and IP matters. The Moldova Office provides clients with full language

assistance and an understanding of local business practices.



**Name:** Sudzucker Moldova S.A.  
**Type:** Food/Agriculture  
**Tel:** (+373 22) 202 333  
**Fax:** (+373 22) 240 707  
**Email:** info@szm.md  
**Address:** 13A, Anton Crihan St., MD-2009, Chisinau, Moldova  
**Web:** www.suedzucker.md  
**Board Speaker:** Alexander Koss  
**Activity:** Since 1998 Süd Zucker Moldova is the owner of sugar factories in Drochia, Falesti and Alexandreni. More than 500,000 tons of beets are processed and more than 70,000 tons of sugar are produced annually.

Süd Zucker Moldova is a subsidiary of Süd Zucker AG – leading European sugar producer with 150 years of history. Strengthening and developing the partnership with Moldovan farmers is the main objective of Süd Zucker Moldova. The company stands for efficiency in agriculture, provides know how and expertise to farmers and supports the implementation of modern technologies.

The company owns trademarks "Domnița", "Zahăr Cinci Inimioare" and "Dalba".



**Name:** Sun Communications  
**Type:** Internet/Television/Communication Services  
**Tel:** (+373 22) 860 008  
**Fax:** (+373 22) 860 002  
**Email:** suntv@suntv.com  
**Address:** 28/2, Drumul Viilor St., MD-2021, Chisinau, Moldova  
**Web:** www.suncommunications.md  
**CEO:** John Maxemchuk  
**Activity:** The company's history began on December 8, 1993, when the Moldovan-American Joint Venture

SUNTV SRL has been established as a provider of cable and MMDS TV services.

In February 2004, SunTV has been renamed into SunCommunications as the services that the company provided have diversified.

Today, Sun Communications offers a full range of telecommunications services over a modern fiber optic network from cable television to residential and corporate Internet services.

The TV service, SunTV, offers more than 60 of the most popular TV channels, grouped into 4 different packages – a unique benefit for the subscribers. SunInternet and Globnet are the Internet services, offered by Sun Communications, using the most modern technologies and the company's own fiber optic network, a fact which gives the company a very strong competitive advantage over its competitors.

The company's goal is to offer to the customers service at the highest level of standards. A team of dedicated professionals is continuously working on the implementation of new projects and ideas, in order to maintain our reputation and position as a leader in the telecommunications market of the Republic of Moldova.

Along its business activities, Sun Communications develops and implements social projects, like SunSchools, aimed to facilitate the access of the young generation to the most modern education tools. They truly believe that investing in children means to invest in our future, because today's children are tomorrow's leaders.



**Name:** Tacit Knowledge  
**Type:** Internet/Television/Communication Services  
**Tel:** (+373 22) 856 985  
**Fax:** (+373 22) 839 938  
**Email:** vechim@tacitknowledge.com

**Address:** 29, Sfatul Tarii St., MD-2012, Chisinau, Moldova  
**Web:** www.tacitknowledge.com

**General Manager:** Vadim Echim

**Activity:** TK is a digital commerce consultancy focused on delivering complex systems integration & implementation solutions related to eCommerce & Content Management.

Founded in 2002 by a group of software engineers, Tacit implements packaged applications and builds custom software for globally recognized multichannel organizations, including some of Internet Retailers Top 25. The company is headquartered in San Francisco and employs more than 100 people across six international offices – in San Francisco, New York, London, Sydney, Chisinau and Guadalajara.



**Name:** Takeda Pharmaceutical  
**Type:** Pharmaceuticals/Cosmetics  
**Tel:** (+373 22) 853 030  
**Fax:** (+373 22) 853 031  
**Email:** igor.todica@takeda.com  
**Address:** 171/1, Stefan cel Mare Blvd., MD-2004, Chisinau, Moldova  
**Web:** www.takeda.com  
**Business Development Manager:** Igor Todica

**Activity:** Takeda is a global research-based group focusing on pharmaceutical drugs.

The combined group companies have active commercial presence in the areas of metabolic diseases, gastroenterology, oncology, cardiovascular health, CNS diseases, inflammatory and immune disorders, respiratory diseases and pain management.

Since its founding over 230 years ago in Osaka, Japan, the company has set out on a trajectory to deliver medicines with unmet medical needs, adapting and changing to the times along the way.

Takeda is the largest Pharma company in Asia and is ranked number 12 globally.

The network of the Takeda group spans over 70 countries and regions worldwide, in Japan, the United States, Europe, Latin America, Africa, the Middle East, and the Asia Pacific Region.

Takeda's pharmaceutical products are marketed in around 100 countries worldwide, including partnerships (marketing alliance partners).

As the largest pharmaceutical company in Japan and a global industry leader, Takeda is committed to striving towards better health for patients around the world through innovation in medicine. For additional information on Takeda, visit [www.takeda.com](http://www.takeda.com).



**Name:** Total Leasing & Finance

**Type:** Financial Institutions

**Tel:** (+373 22) 253 050

**Fax:** (+373 22) 244 696

**Email:** [office@tlm.md](mailto:office@tlm.md)

**Address:** 45/B, A. Puskin St., 2nd floor, MD-2005, Chisinau, Moldova

**Web:** [www.total-leasing.md](http://www.total-leasing.md)

**General Director:** Angela Gladei

**Activity:** ICS "Total Leasing & Finance" SA is an internationally based financing company established in Moldova in 2006. The company's shareholders are worldwide known financial institutions (25% owned by FMO and 75% by "EELF" BV). Its reputation is proven by the highly qualitative and diversified products and services offered to its customers as well as by the partnerships established with leading International Financial Institutions which currently are FMO, DEG, EBRD, BSTDB and Oikocredit. A partnership with ICS "Total Leasing" SA will ensure for all existing and potential clients stability proven by the solid presence of the shareholders, speed and professionalism in all transactions performed, all of which are correlated with a range of financing solutions for short and long term, which are individually approached and adapted to the needs of each client.



**Name:** Trans Oil Group of Companies

**Type:** Agriculture

**Tel:** (+373 22) 889 300  
(+4122) 593 57 80

**Fax:** (+373 22) 889 301  
(+4122) 593 57 90

**Email:** [transoil@transoilcorp.com](mailto:transoil@transoilcorp.com)

**Address:** 1, Veronica Micle St., MD-2012, Chisinau, Moldova

**Web:** [www.transoilcorp.com](http://www.transoilcorp.com)

**President:** Vaja Jhashi

**Activity:** Trans Oil Group of Companies is a major grain producing trading company specialized in grain and oil seed trade on the Black Sea.

The company controls a storage facility in Moldova with over 500,000 metric tons of cereals and oilseeds. Trans Oil Group of Companies has representative offices in Moldova, Russia, Ukraine, Switzerland, and France.



**Name:** ICS Trigor AVD SRL

**Type:** Wholesale/Distribution/Logistics/Transport/E-commerce

**Tel:** (+373 22) 479 898

**Fax:** (+373 22) 479 898

**Email:** [office@trigor.md](mailto:office@trigor.md)

**Address:** 17, Otovasca St., MD-2023, Chisinau, Moldova

**Web:** [www.trigor.md](http://www.trigor.md);  
[www.comenzi.md](http://www.comenzi.md)

**President:** Iosif Ienei

**Activity:** Trigor AVD was founded and registered by State Chamber of Justice in August, 2001.

Main areas of activity are distribution of FMCG products, logistics & transport services.

In Moldova, the company exclusively represents the following companies: Unilever, Kimberly Clark, Tchibo, Ferrero, Strauss, Biosphere (KPD), United Romanian Breweries "Bereprod" SRL, Philips. Trigor AVD furnish logistics services for Coca Cola Îmbuteliere Chișinău SRL.

Thanks to experience gained during almost 14 years of activity, the company provides the market and its partners a full range of services: marketing, sales, merchandising, primary and secondary distribution, logistics, transport, after services.



**Name:** Trimetrica

**Type:** GIS Solutions

**Tel:** (+373 22) 837 231

**Fax:** (+373 22) 837 227

**Email:** [info@trimetrica.com](mailto:info@trimetrica.com)

**Address:** 11, Mesager St., Office 305-310, MD-2069, Chisinau, Moldova

**Web:** [www.trimetrica.com](http://www.trimetrica.com)

**General Director:** Eugeniu Hristev

**Activity:** Trimetrica provides GIS solutions to its diverse portfolio of clients. GIS is a technology that manages, analyzes, and disseminates geographic knowledge. GIS is a technology that is used to view and analyze data from a geographic perspective. Geography is information about the earth's surface and the objects found on it, as well as a framework for organizing knowledge. The technology is a piece of an organization's overall information system framework.

GIS links location to information (such as people to addresses, buildings to parcels, or streets within a network) and layers that information to give you a better understanding of how it all interrelates. You choose what layers to combine based on your purpose.

Trimetrica is the official distributor of GIS solutions by ESRI Inc in Republic of Moldova.



**Name:** Turcan Cazac Law Firm

**Type:** Legal Services for Business

**Tel:** (+373 22) 212 031/226 113/  
211 844/211 846

**Fax:** (+373 22) 223 806

**Email:** [Alexander.Turcan@turcanlaw.md](mailto:Alexander.Turcan@turcanlaw.md);  
[Octavian.Cazac@turcanlaw.md](mailto:Octavian.Cazac@turcanlaw.md)

**Address:** 47/1-5, A. Puskin St., MD-2005, Chisinau, Moldova

**Web:** [www.turcanlaw.md](http://www.turcanlaw.md)

**Managing Partner:** Alexander Turcan

**Activity:** Turcan Cazac is a Moldovan law firm for international business and investment, specializing in banking and finance, acquisitions and privatizations, corporate, commercial, telecommunications and energy law. The firm's list of clients counts in leading international financial institutions, multinational corporations and non-profit organizations operating in Moldova.

Since 2001 Turcan Cazac is recognized every year as the leading commercial/corporate law firm in Moldova by reputable market research editorials (Chambers Global, Chambers Europe, Legal 500, IFLR1000 etc.).

The firm is a member of the CIS Leading Counsel Network (CIS LCN) along with the top national law firms from Almaty, Ashgabat, Baku, Bishkek, Kyiv, Moscow, Minsk, St. Petersburg and Yerevan. Turcan Cazac has also developed a bilateral "best friends" relationship with the leading Bucharest-based law firm Tuca Zbarcea & Associates.

Turcan Cazac is an advocate of reform and improvement of the legal environment for doing business, as well as an active member of the Moldovan business community.

All our lawyers are fluent in English, Romanian and Russian languages.

Please visit [www.turcanlaw.md](http://www.turcanlaw.md) to learn more about our practice and experience in specific areas.



**Name:** Vernon David

**Type:** Legal Services for Business

**Tel:** (+373 22) 260 922

**Fax:** (+373 22) 210 445

**Email:** [charles.vernon@dalegal.ro](mailto:charles.vernon@dalegal.ro)

**Address:** 49, Alexandru cel Bun St., 3rd floor, MD-2012, Chisinau, Moldova

**Web:** [www.dalegal.ro](http://www.dalegal.ro)

**Managing Partner:** Charles Vernon

**Activity:** With an eight year presence in the region, this American-owned international law firm brings together extensive local expertise and professional client's skill.

Vernon David specializes in banking, finance, corporate, mergers & acquisitions, labor, privatizations, commercial litigation and arbitration and general business law. As part of an EBRD-sponsored project, Vernon David attorneys have drafted the Republic of Moldova's leasing law. Its clients include international financial institutions and private foreign investors, and it draws on the resources of our regional network of offices (Bucharest, Iasi, and Chisinau) for delivering the results clients expect. Its attorneys are fluent in English, Russian, Romanian and Spanish.



**Name:** Victoriabank

**Type:** Banking

**Tel:** (+373 22) 576 100/576 101

**Fax:** (+373 22) 234 533

**Email:** [office@vb.md](mailto:office@vb.md)

**Address:** 141, 31 August 1989 St., MD-2004, Chisinau, Moldova

**Web:** [www.victoriabank.md](http://www.victoriabank.md)

**President:** Natalia Politov-Cangas

**Activity:** VictoriaBank is the First Commercial Bank in Moldova, which since the beginning of its activity on December 22nd, 1989, initiated the process of developing a banking system in Moldova. The name of VictoriaBank is related to innovations and continuous development of banking and financial possibilities. Established as reliable and economically stable, it has demonstrated over time that only by creating competitive products, investing in qualitative services, motivating the staff and building a strong and dynamic team will ensure the efficiency and the profitability of the bank.

Year after year, VictoriaBank records new achievements and important successes that places it on the dominant positions among commercial banks in the country.

The share volume of the banking card transactions in the Republic of Moldova increased to 21% in 2013. The market share of fast transfers reached 23% and loans and deposits increased by 17% each. VictoriaBank has a loan portfolio of approximately 6,5 million lei and the bank assets consist of 11,7 million lei. The share of foreign shareholders in the bank's capital consists of more than 50%.

The bank is continuously valued for the implementation of new banking technologies, which provide customer service at the highest level, individual approach to each client and for a diverse portfolio of banking products and services. Meanwhile, the wide network of over 100 subdivisions ensure a prompt response to customer requests and a strong brand image whose reputation is confirmed by the numerous awards and significant results. For several times, VictoriaBank was nominated the "Bank of the Year" by the prestigious British magazine – "The Banker", also it is cataloged as one of the largest banks in South East according to the classification SeeNews SEE TOP 100 Banks.



**Name:** Xerox

**Type:** IT & office equipment

**Tel:** (+373 22) 210 490

**Fax:** (+373 22) 210 492

**Email:** [info@xerox.md](mailto:info@xerox.md)

**Address:** 202, Stefan cel Mare Blvd., MD-2004, Chisinau, Moldova

**Web:** [www.xerox.md](http://www.xerox.md)

**General Manager:** Aurel Cepoi

**Activity:** Xerox Moldova began operations in 1994.

Xerox Corporation develops, manufactures, markets, services, and finances a range of document processing products and services for use in offices around the world.

The company, also, through subsidiaries, provides network management, consulting, design, and integration services for medium and large companies.





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U.S. Chamber of Commerce  
[www.uschamber.com](http://www.uschamber.com)

## AmChams in Europe

American Chamber of Commerce  
in Albania  
[www.amcham.com.al](http://www.amcham.com.al)

American Chamber of Commerce  
in Belgium  
[www.amcham.be](http://www.amcham.be)

American Chamber of Commerce  
in Macedonia  
[www.amcham.com.mk](http://www.amcham.com.mk)

American Chamber of Commerce  
in Montenegro  
[www.amcham.me](http://www.amcham.me)

American Chamber of Commerce  
in Austria  
[www.amcham.at](http://www.amcham.at)

American Chamber of Commerce  
in Bulgaria  
[www.amcham.bg](http://www.amcham.bg)

American Chamber of Commerce  
in Moldova  
[www.amcham.md](http://www.amcham.md)

American Chamber of Commerce  
in the Netherlands  
[www.amcham.nl](http://www.amcham.nl)

American Chamber of Commerce  
in Croatia  
[www.amcham.hr](http://www.amcham.hr)

American Chamber of Commerce  
in Norway  
[www.amcham.no](http://www.amcham.no)

American Chamber of Commerce  
in Cyprus  
[www.amchamcyprus.com.cy](http://www.amchamcyprus.com.cy)

American Chamber of Commerce  
in Poland  
[www.amcham.pl](http://www.amcham.pl)

American Chamber of Commerce  
in Czech Republic  
[www.amcham.cz](http://www.amcham.cz)

American Chamber of Commerce  
in Portugal  
[www.amcham.org.pt](http://www.amcham.org.pt)

American Chambr of Commerce  
in Denmark  
[www.amcham.dk](http://www.amcham.dk)

American Chamber of Commerce  
in Romania  
[www.amcham.ro](http://www.amcham.ro)

American Chamber of Commerce  
to the European Union  
[www.amchameu.eu](http://www.amchameu.eu)

American Chamber of Commerce  
in Russia  
[www.amcham.ru](http://www.amcham.ru)

American Chamber of Commerce  
in Finland  
[www.amcham.fi](http://www.amcham.fi)

American Chamber of Commerce  
in Serbia  
[www.amcham.rs](http://www.amcham.rs)

American Chamber of Commerce  
in France  
[www.amchamfrance.org](http://www.amchamfrance.org)

American Chamber of Commerce  
in the Slovak Republic  
[www.amcham.sk](http://www.amcham.sk)

American Chamber of Commerce  
in Georgia  
[www.amcham.ge](http://www.amcham.ge)

American Chamber of Commerce  
in Spain  
[www.amchamspain.com](http://www.amchamspain.com)

American Chamber of Commerce  
in Germany  
[www.amcham.de](http://www.amcham.de)

American Chamber of Commerce  
in Sweden  
[www.amchamswe.se](http://www.amchamswe.se)

American-Hellenic Chamber  
of Commerce  
[www.amcham.gr](http://www.amcham.gr)

Swiss-American Chamber  
of Commerce  
[www.amcham.ch](http://www.amcham.ch)

American Chamber of Commerce  
in Hungary  
[www.amcham.hu](http://www.amcham.hu)

American Business Forum  
in Turkey  
[www.abft.net](http://www.abft.net)

American-Icelandic Chamber  
of Commerce (AMIS)  
[www.amis.is](http://www.amis.is)

Turkish-American Business  
Association (TABA)  
[www.amcham.org](http://www.amcham.org)

American Chamber of Commerce  
in Ireland  
[www.amcham.ie](http://www.amcham.ie)

American Chamber of Commerce  
in Ukraine  
[www.chamber.ua](http://www.chamber.ua)

Israel-America Chamber  
of Commerce & Industry (1965)  
[www.amcham.co.il](http://www.amcham.co.il)

British-American  
Business Inc.  
[www.babinc.ua](http://www.babinc.ua)

American Chamber of Commerce  
in Italy  
[www.amcham.it](http://www.amcham.it)

American Chamber of Commerce  
in Latvia  
[www.amcham.lv](http://www.amcham.lv)

American Chamber of Commerce  
in Azerbaijan  
[www.amchamaz.org](http://www.amchamaz.org)

American Chamber of Commerce  
in Estonia  
[www.amcham.ee](http://www.amcham.ee)

American Chamber of Commerce  
in Malta  
[www.amcham-malta.org](http://www.amcham-malta.org)

American Chamber of Commerce  
in Kosovo  
[www.amchamksv.org](http://www.amchamksv.org)

American Chamber of Commerce  
in Lithuania  
[www.amcham.lt](http://www.amcham.lt)







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[www.amcham.md](http://www.amcham.md)