

# COMPLAINTS POLICY

## 1. Basic provisions

- 1.1. This Complaints Policy of Finax, o.c.p., a.s., Bajkalská 19B, Bratislava, 821 01, company ID number 51 306 727 (hereinafter “Company” or “Broker”) governs procedures in relation to exercising Complaints of the Clients against the Company (hereinafter “Complaint”) which relate to the quality or accuracy of investment services, ancillary services, the performance of investment activities or their combination and performance of financial services and activities, as well as PEPP provision (hereinafter referred together to as „services“ and „activities“), that the Company provides to the Client based on Agreements concluded between the Company and the Client, particularly procedures and terms of settlement of these Complaints, way of coverage of costs related to these Complaints and all other related legal relations. This Complaints Policy also serves as a concept for dealing with complaints. A Client's suggestion for improvement of services, issued documents, or information, or an inquiry of an informative nature shall not be considered a Complaint.
- 1.2. The terms written by capital initial letters that are used in this Complaints Policy, are of the meaning that is defined in the relevant General Terms and Conditions (hereinafter “GTC”) applicable to individual investment services and financial instruments unless stated otherwise in this Complaints Policy.

## 2. Procedures and terms of complaints settlement

- 2.1. The Client is authorized to file a Complaint at the Company:
  - i. in writing, personally, or by mail to the following address: Finax, o.c.p., a.s., Bajkalská 19B, Bratislava, Postal Code 821 01;
  - ii. verbally – by telephone (tel. +421 2 2100 9985) or in person in the minutes during the Client's visit to the Company's registered office, referred to in point i) above
  - iii. in electronic form – by e-mail to the following e-mail address: client@finax.eu;
- 2.2. The Client is obliged to file the Complaint towards the Company in a way stipulated in point 2.3 herein without undue delay after the date on which the Client has the opportunity to learn about the subject of the Complaint or from the day he found the defect or got acquainted with the product or service unless expressly agreed otherwise between the Client and the Company. In cases in which the generally obligatory regulation sets a longer period for responsibility for damages on things or services provided by the Company on behalf of the Client, the Client is entitled to file the Complaint of such damage towards the Company in a time period set by legislation.
- 2.3. A Complaint has to contain the identification data of the Client: name (business name), birth number (company ID number), permanent residence address (seat of the company), number of the client's account, contact data of the Client (telephone number, e-mail), and,

in the case of a written complaint, date and signature of the Client. The Client is further obliged to state the Complained facts in his Complaint certainly, understandably, correctly, and precisely along with the mentioned data, numbers, and sums and to prove his statements credibly, particularly by submitting legally relevant documents. The Client is, at the same time, obliged to state in this Complaint also the rights which he Complains against the Company in this manner. All Complaints have to be delivered to the Company's registered office or sent to [client@finax.eu](mailto:client@finax.eu).

- 2.4. If the Client does not meet his obligations stipulated in point 2.3 herein, the Company is not obliged to deal with his Complaint, nor is it obliged to examine the eligibility of the Complaint of the Client, unless the Client removes the shortcomings of his Complaint. The terms indicated in point 2.8 herein start to lapse from the moment when the Client removes the shortcomings of his Complaint.
- 2.5. The Client is obliged to provide the Company with all assistance necessary to clarify the Complained fact.
- 2.6. Handling of Complaints against the Company and monitoring of received and settled Complaints is provided by the Compliance Office in accordance with the Company's Organizational Code.
- 2.7. The Company collects and examines all relevant evidence and information regarding the Complaint and communicates in a clear, simple, and comprehensible manner.
- 2.8. The Company shall decide whether the Complaint is legitimate or illegitimate without undue delay no later than 15 business days from the date of its receipt by the Company under point 2.3 herein. If it is not possible immediately, or within the limit of 15 working days in more complicated cases, the Company will provide the Client with a preliminary response clearly stating the reasons for the delay in responding to the Complaint and the date of the final response, while the overall settlement of the Complaint should not last longer than 35 business days.
- 2.9. The Company shall provide the Client with a confirmation about the way the Complaint was settled electronically on a durable medium within the period stipulated in point 2.8 herein. The Company shall also submit this written confirmation to the Client in cases when it does not settle the Complaint to the full extent already at filing this Complaint by the Client. The Client is entitled to request that the settlement of the Complaint be sent in paper form or on another durable medium.

### **3. Costs connected with the settlement of complaints**

- 3.1. If not stated otherwise in this Complaints Policy, the costs connected with the settlement of the Complaint, regardless of the fact whether the Complaint is legitimate or illegitimate, are borne by the Company.

## 4. Complaints registry

- 4.1. Complaints Registry shall be kept at the Company where this information is recorded on a case-by-case basis:
- (a) Complaint number,
  - (b) The date of Complaint's receipt,
  - (c) Client identification,
  - (d) Subject of the Complaint,
  - (e) Complaint's settlement decision.
- 4.2. Furthermore, the copy of the letter about the Complaint statement and record of the Complaint settlement is archived under the Complaint number
- 4.3. Record of Complaint settlement must, according to paragraph 4.2, contain all the following information:
- (a) Client identification
  - (b) Subject of Complaint,
  - (c) Date of Complaint's receipt,
  - (d) Identification of persons to whom the Complaint relates,
  - (e) Assessment of whether the Complaint has been legitimate,
  - (f) Measures taken to settle the Complaint,
  - (g) Date of Complaint's settlement.

## 5. Submitting an appeal

- 5.1. If the Client or the Potential Client is not satisfied with the outcome of the Complaint settlement, he may submit an appeal against the settlement of the Complaint within fifteen (15) calendar days from the delivery of the decision to the Client's address. In this case, a new appeal period of fifteen (15) business days begins to run.
- 5.2. The Client or Potential Client is informed about the outcome of the settlement of the Complaint electronically on a durable medium (the Client is entitled to request the settlement of the Complaint to be sent in written form) within fifteen (15) business days of the appeal's receipt by the Company.
- 5.3. If the company's position on the Complaint does not fully satisfy the Client's requirements, he can contact the competent supervisory authority, which is the National Bank of Slovakia. In cases involving more than one Member State, the Client may choose to submit a complaint through the competent authorities of the Member State of residence.
- 5.4. The Client, who is a consumer, can file a motion for an alternative dispute resolution to one of the entities registered in the list, which can be found on the website <https://ec.europa.eu/consumers/odr/main/?event=main.adr.show2>. In case the dispute is a result of a remote contract concluded via means of remote communication, the Client, who is a consumer, may file a motion for alternative dispute resolution via the European Online

Dispute Resolution platform:

<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=SK>.

## 6. Internal monitoring and complaints evaluation

- 6.1. The company continuously analyzes the data collected in Complaint handling to identify and address recurrent system problems and potential operational and legal risks, in particular:
- (a) analyzing the causes of individual complaints in order to identify the main causes common to the type of the complaint,
  - (b) assessing whether such main causes may affect other processes or products, including those to which the Complaint relates indirectly,
  - (c) in justified cases by removing these main causes.

## 7. Closing provisions

- 7.1. Other legal relations between the Company and the Client that are not governed expressly herein shall be governed by the relevant provisions of individual Contracts concluded between the Company and the Client, by relevant provisions of the GTC, by relevant provisions of the Securities Act and, in the case of PEPP provision, Regulation (EU) 2019/1238 of the European Parliament and of the Council of 20 June 2019 on a Pan-European Personal Pension Product (PEPP), by the Civil Code, the Commercial Code and other related legal regulations valid on the territory of the Slovak Republic, being it in this order. To forego any doubts, this does not affect the consumer protection provided by the law of the land, where they have their usual residence pursuant to Article 6, section 2 of the regulation of the European Parliament and of the Council no. 593/2008 on the law applicable to contractual obligations (Rome I).
- 7.2. At the request of the competent national authority, the Company will provide information on the handling of complaints to that authority.
- 7.3. The Company is authorized to change or adjust this Complaints Policy due to changes in the Company's commercial policy or changes of legal regulations or due to development in the financial market or development of the legal or entrepreneurial environment or in the interest of secure operation of the system of the financial market or due to minimalization of risk. The Company shall set the current wording of the Complaints Policy by publication.
- 7.4. This Complaints Policy was approved by the Board of Directors of the Company on 13 September 2022, with effect from the date of publication.
- 7.5. The Complaints Policy was published on 07 October 2022.