



## **ANNEX NO. 1.8.**

# **Rules for Complaints and Platform Users' Objections Handling (hereinafter "Complaints Resolution Rules").**

These Complaints Resolution Rules of the INVESTER GROUP HOLDING s.r.o. company, with a registered office at Za Hládkovem 680/12, 169 00 Praha 6 Střešovice, Company registration No.: 06098282, VAT No.: CZ06098282 registered in the Commercial Register of the Municipal Court in Prague, Section C, File No. 276026, represented by the Managing Director Jakub Jindra (hereinafter "Company") of the internet platform [www.invester.cz](http://www.invester.cz) determines the rules of registration and handling of complaints, users' objections.

### **1) Introductory Provisions**

The Complaints Resolution Rules determine the procedure for filing and processing complaints or objections of users or Company's applicants with a registered evidence. The Complaints Resolution Rules sets out the rules and procedures for resolving complaints or objections for users and employees of the Company. The Company keeps record of all accepted complaints and objections, ways of their resolution and results of individual proceedings. A user or applicant is a client who has registered on internet platform [www.invester.cz](http://www.invester.cz) operated by INVESTER GROUP HOLDING s.r.o.

### **2) Information Stated in the Complaint**

It's necessary to file the complaint with the following information:

- Name and surname of the user, eventually the name of the user's legal entity
- Personal identification number or date of birth, in case of a legal entity, it's necessary to state the company registration number
- User's contact address
- Phone number and email address
- Specification of the service or product that the complaint is related to, including its name, with the contract number
- Copies of every material or contract that the user gained within their project
- A handwritten signature of the client filing the complaint

### **3) The Means of Complaint or Objection Filing and Processing**

The user may file a complaint or objection in writing to the address of the Company's registered office Za Hládkovem 680/12, 169 00 Praha 6 Střešovice or electronically to: [info@invester.cz](mailto:info@invester.cz). Upon delivery, each complaint or objection is handed over to a responsible employee of the Company who, within the Company's internal system, records the date of reception, information about the sender, further assigns an internal identification number to the complaint or objection and electronically sends acknowledgment of the receipt of the complaint or objection to the user's electronic address with a given number of the complaint or objection.

Every complaint is handled and processed in the order in which it was delivered to the Company. Without delay, the Company will process the complaint or objection within 30 calendar days. The deadline for processing a complaint or objection starts from the date of complaint delivery to the



Company. The Company reserves the right to extend the deadline for processing a complaint or an objection in the event of requesting additional information from the client.

The complaint or objection is considered invalid in the event that the user fails to deliver the required additional information or documentation to the address of the Company within 10 calendar days from the date of receiving the request from the Company. In such case, the Company closes the complaint or the objection as unauthorized and informs the user about it electronically or in writing at the address stated in the complaint or objection by the user.

#### **4) The Main Reasons for Complaint and Objection Rejection**

The Company will not accept or continue processing an complaint or objection if:

- the objection or complaint does not concern the contractual documents concluded with the Company;
- the complaint submission does not meet the complaint requirements stated in the Company's Complaints Resolution Rules;
- the objection or complaint does not concern projects and services published on the internet portal of [www.invester.cz](http://www.invester.cz);
- the person who has filed the complaint or objection is not a user of the internet portal of [www.invester.cz](http://www.invester.cz);

#### **5) The Result of Complaint or Objection**

The user will be informed about the result of his or her complaint or objection electronically or in writing via a registered letter sent to the contact address of the user, that he or she stated in the complaint or objection.

The day of delivery is the day when the registered letter was received. If the letter sent to the contact address of the user by the Company is not picked up and therefore, is sent back to the Company's address, the day of delivery is the day when the letter was returned to the Company's address.

#### **6) The User's Right to Appeal**

If the user is not satisfied with the result of the complaint or objection, he or she is entitled to appeal in writing within 14 calendar days from receipt of the complaint or objection result. In such case, the complaint or objection will be reviewed by the Company's representative within an appeal processing deadline of 30 calendar days. The result of the review of the complaint or objection will be sent to the user the same way as stated for complaint or objection filing in these Complaints Resolution Rules.

#### **7) Final Provision**

This Complaints Resolution Rules are published on the internet platform of [www.invester.cz](http://www.invester.cz) and effective from January 1, 2018.