

APPROVED

by Order of the Manager of
UAB "Bendras finansavimas"
No. 2026/05/05

COMPLAINTS HANDLING PROCEDURE

1. GENERAL PROVISIONS

- 1.1. This Complaints Handling Procedure (the "**Procedure**") of UAB "Bendras finansavimas", legal entity code 303259527, registered office at Latvių g. 36A, Vilnius, Republic of Lithuania ("**SAVY**" or the "**Company**") sets out the Company's policy for the handling of complaints, the purpose of which is to ensure:
 - 1.1.1. the prompt, fair, effective, consistent and proper management of complaints received by the Company;
 - 1.1.2. the safekeeping of complaints, of the materials related to their examination, of the responses, and of information on the measures taken to resolve a complaint;
 - 1.1.3. the continuous assessment of the outcomes of complaint handling and the effective elimination of the underlying causes of complaints;
 - 1.1.4. the periodic assessment of the implementation and effectiveness of this Procedure and, where necessary, its review and update;
 - 1.1.5. due compliance with the Regulation, the Laws, the Rules and other applicable legal acts.
- 1.2. This Procedure has been prepared in accordance with the requirements established by Regulation (EU) 2020/1503 (the "**Regulation**"), the Law of the Republic of Lithuania on Crowdfunding, the Law of the Republic of Lithuania on Consumer Credit (the "**LCC**"), the Law of the Republic of Lithuania on Credit Related to Real Property (the "**LCRP**"), the Rules for the Examination of Complaints Received by Financial Market Participants approved by Resolution No. 03-105 of the Board of the Bank of Lithuania of 6 June 2013 (the "**Rules**"), the Rules for the Out-of-Court Procedure for the Settlement of Disputes between Consumers and Financial Market Participants at the Bank of Lithuania, and other applicable legal acts.
- 1.3. This Procedure applies to complaints concerning all services provided by the Company and/or all agreements concluded or being concluded with the Company, including but not limited to cases where the Company acts as:
 - 1.3.1. a crowdfunding service provider (operator of a crowdfunding platform) under Regulation (EU) 2020/1503 and the Law of the Republic of Lithuania on Crowdfunding;
 - 1.3.2. an operator of a peer-to-peer lending platform under the LCC;
 - 1.3.3. an operator of a peer-to-peer lending platform under the LCRP;
 - 1.3.4. a consumer credit lender under the LCC;
 - 1.3.5. a credit lender under the LCRP.

- 1.4. This Procedure does not apply to, and the complaint management process within the Company is segregated from, the management of:
 - 1.4.1. claims and other demands brought before a court or other dispute resolution body;
 - 1.4.2. enquiries and requests for information, clarifications, copies of documents or other actions unrelated to the performance of an agreement;
 - 1.4.3. requests for performance of the terms of agreements concluded or being concluded with the Company (e.g., to make contractual payments, amend the terms of an agreement, provide contractual documents);
 - 1.4.4. other claims raised against the Company by Clients and/or third parties which do not qualify as a Complaint under this Procedure.
- 1.5. When implementing the complaint handling policy set out in this Procedure, the requirements of legal acts governing the legal protection of personal data shall be observed and the personal data processing rules approved by the Company shall be followed.
- 1.6. The Company examines Complainants' complaints free of charge.

2. DEFINITIONS

- 2.1. Capitalised terms used in this Procedure shall have the meanings set out below, unless the context of their use requires otherwise:
 - 2.1.1. **Response** – a reasoned written explanation provided by the Company to the Complainant regarding an examined Complaint or a decision adopted;
 - 2.1.2. **Client** – a natural or legal person to whom the Company provides services, including a Project Owner, an Investor, a Consumer, a borrower, or any other client of the Company;
 - 2.1.3. **Complainant** – a natural or legal person who has submitted a Complaint regarding the services provided by the Company and/or agreements concluded with the Company; a Complainant may include, among others, an existing or prospective Client of the Company (Project Owner, Investor, Consumer, borrower), a beneficiary, an injured third party, or a representative of any of the foregoing;
 - 2.1.4. **Platform** – a publicly accessible online information system (<https://gosavy.com/>) administered and operated by the Company;
 - 2.1.5. **SAVY or the Company** – UAB “Bendras finansavimas”, legal entity code 303259527, registered office at Latvių g. 36A, Vilnius, Republic of Lithuania;
 - 2.1.6. **Complaint** – a written communication from the Complainant to the Company stating that his rights or legitimate interests in connection with the services provided by the Company or with agreements concluded with the Company have been infringed;
 - 2.1.7. **Complaints Handling Officer** – a person appointed by the Manager who is responsible for examining Complaints within the Company, namely for collecting the information required to examine Complaints received, examining Complaints, taking decisions and drafting Responses to Complainants; where no Complaints Handling Officer has been

separately appointed by the Manager, the functions of the Complaints Handling Officer shall be performed by the Manager;

- 2.1.8. **Rules** – the Rules for the Examination of Complaints Received by Financial Market Participants, approved by Resolution No. 03-105 of the Board of the Bank of Lithuania of 6 June 2013;
 - 2.1.9. **Procedure** – this document;
 - 2.1.10. **Manager** – the single-person management body of the Company appointed by the General Meeting of Shareholders (Manager of the Company), who, within the scope of his powers, organises the day-to-day economic and commercial activity of the Company;
 - 2.1.11. **Consumer** – a natural person who is in a contractual relationship with the Company and is acting for purposes which are personal, family or household, or for purposes outside his trade, business or profession;
 - 2.1.12. **Register** – the electronic register of Complaints submitted to the Company, in which the information specified in this Procedure is recorded.
- 2.2. Other terms used in this Procedure shall have the meanings ascribed to them in the Regulation, the LCC, the LCRP, the Rules or other documents of the Company, unless the context requires otherwise.

3. PROCEDURE FOR SUBMITTING COMPLAINTS

- 3.1. A Complainant who considers that, in his relations with the Company, his rights or legitimate interests have been infringed may submit a Complaint to the Company in writing, either personally or through a representative. It is recommended that the Complaint be submitted in the form set out in Annex No. 1 to this Procedure.
- 3.2. A Consumer who intends to make use of the out-of-court procedure for the settlement of disputes between consumers and financial market participants at the Bank of Lithuania must apply to the Company in writing no later than within 3 (three) months from the day on which he became aware, or should have become aware, of the infringement of his rights or legitimate interests.
- 3.3. A Complaint shall contain at least the following minimum information:
 - 3.3.1. where the Complainant is a natural person – the Complainant's first name, surname, personal identification number or date of birth, place of residence, and other contact details for communication (address, telephone, e-mail);
 - 3.3.2. where the Complainant is a legal person – the Complainant's name, registration number and LEI code (if applicable), registered office address, and contact details;
 - 3.3.3. where the Complainant is represented by another person – the representative's first name and surname or name, registration number and LEI code (if applicable), registered office address, contact details and the basis of representation (a power of attorney in the form prescribed by law or another document confirming the

- representative's authority to act on behalf of the Complainant shall be attached to the Complaint);
- 3.3.4. a reference to the investment, credit, agreement or other service to which the Complaint relates (the date and/or number of the agreement, where known to the Complainant);
 - 3.3.5. the substance of the Complaint – the actions (or omissions) of the Company complained of in respect of which the Complainant submits the Complaint and on which he bases his claims, together with the circumstances and evidence (if any);
 - 3.3.6. the date(s) of the events to which the Complaint relates;
 - 3.3.7. the manner in which the Complainant wishes the infringement to be remedied and/or his claims;
 - 3.3.8. the manner in which the Complainant wishes to receive the Response;
 - 3.3.9. the place and date of submission of the Complaint;
 - 3.3.10. a list of documents submitted together with the Complaint (e.g., power of attorney, evidence of the infringement, etc.).
- 3.4. The Complaint must be comprehensive, orderly and legible. Complaints shall be submitted and examined in the Lithuanian language or in another language agreed between the Company and the Complainant. If the Complaint and/or accompanying documents are drawn up in a foreign language and no agreement has been reached on its use, the Company shall be entitled to require that they be translated into Lithuanian.
- 3.5. The Complaint shall be submitted to the Company in writing in any one of the following ways:
- 3.5.1. by delivering it in person at the Company's registered office at Latvių g. 36A, Vilnius, Republic of Lithuania;
 - 3.5.2. by sending it by post (including by courier or other means) to the Company's registered office at Latvių g. 36A, Vilnius, Republic of Lithuania;
 - 3.5.3. by sending it by e-mail to labas@savy.lt (with the Complaint attached as a separate scanned attachment so as to ensure the integrity of the text and enable identification of the signature; a Complaint sent by e-mail may also be signed with an electronic signature).
- 3.6. The Complaint must be signed personally by the Complainant or by the Complainant's representative. All employees of the Company are authorised to receive complaints.
- 3.7. The Complainant shall be responsible for the accuracy of the personal contact details specified in the Complaint and agrees that the Company will provide all information related to the examination of the Complaint to the Complainant using the contact details specified in the Complaint.
- 3.8. If a Complaint is submitted without complying with the requirements set out in this Procedure as to its content, the Company shall be entitled to request that the deficiencies of the Complaint be rectified. In such case, the Complaint shall be deemed to have been submitted on the date of its rectification.

4. RECEIPT AND REGISTRATION OF COMPLAINTS

- 4.1. Upon receipt of a Complaint submitted in any of the ways specified in clause 3.5, the employee receiving the Complaint shall transfer it to the Complaints Handling Officer on the same business day.
- 4.2. The Complaints Handling Officer shall, as soon as possible but no later than within 3 (three) business days from the day on which the Complaint was received by the Company, acknowledge receipt of the Complaint to the Complainant and decide on its admissibility. The acknowledgment of receipt shall be provided to the Complainant in Lithuanian or in another language, taking into account the language of the Complaint or any agreement between the Company and the Complainant on the language of communication.
- 4.3. Where the Complaints Handling Officer decides that the Complaint is not admissible by the Company, the Complainant shall be provided with a clear and detailed explanation as to why the Complaint is deemed inadmissible and cannot be examined by the Company. Depending on the circumstances, the Company shall be entitled to request the Complainant to rectify the deficiencies.
- 4.4. The Company shall deem the following Complaints inadmissible:
 - 4.4.1. where the Complaint submitted does not meet the requirements set out in Section 3 of this Procedure;
 - 4.4.2. where an identical Complaint is submitted to the Company, or a Complaint that is already being examined by another competent authority or court, or in respect of which a decision has been adopted by the Company, or in respect of which a court judgment, ruling or order has been adopted and has entered into force;
 - 4.4.3. where the Complaint is anonymous, unsigned or illegible;
 - 4.4.4. where the Complaint does not contain data sufficient to identify the Complainant.
- 4.5. The Company shall be entitled not to re-examine Complaints submitted by the same person on the same matter without specifying any new claims and/or circumstances or evidence forming the basis of the Complaint. A repeated Complaint shall be registered and, within the time limit prescribed by law, the Complainant shall be notified in writing that his Complaint has already been examined, with the references of the previous responses and the procedure for appealing the Company's response provided.
- 4.6. Where the Complaints Handling Officer decides to admit the Complaint for examination, the Complainant shall be provided, within the time limit set out in clause 4.2, with the following information:
 - 4.6.1. the contact details of the Complaints Handling Officer to whom the Complainant may address any matters related to the Complaint, including the e-mail address and telephone number;
 - 4.6.2. the time limit for examination of the Complaint and provision of the Response to the Complainant.

- 4.7. Each admitted Complaint must be registered by the Complaints Handling Officer in the Register. The following data on the Complaint shall be entered and maintained in the Register:
- 4.7.1. the Complainant's first name and surname or name (where the Complainant is a legal person);
 - 4.7.2. the Complainant's address indicated in the Complaint;
 - 4.7.3. the date and manner of receipt of the Complaint;
 - 4.7.4. the registration number of the Complaint;
 - 4.7.5. the substance of the Complaint (a brief summary);
 - 4.7.6. the services or products of the Company complained of, and their type;
 - 4.7.7. the subject matter of the Complaint;
 - 4.7.8. the date on which the Response was sent to the Complainant;
 - 4.7.9. the final outcome of the examination of the Complaint (decision);
 - 4.7.10. the first name, surname and position of the Company's employee who examined the Complaint and provided the Response to the Complainant.

5. EXAMINATION OF COMPLAINTS

- 5.1. When examining Complaints, the Company shall observe the principles of respect for human rights, justice, good faith, reasonableness, objectivity, impartiality, promptness and other principles enshrined in the Regulation, the LCC, the LCRP, the Rules and other legal acts of the Republic of Lithuania.
- 5.2. The Company shall take all possible measures to ensure that the Complaint is examined as promptly and thoroughly as possible, with a comprehensive verification of the circumstances set out in the Complaint.
- 5.3. The Complaints Handling Officer shall either examine the Complaint and draft the Response himself, or instruct other competent employees of the Company to investigate, within the shortest possible time but no longer than within the time limits set out in clause 5.9 of this Procedure, the circumstances and claims set out in the Complaint and to submit a written draft Response to the Complaints Handling Officer.
- 5.4. The Complaints Handling Officer may not investigate complaints submitted in respect of the actions (or omissions) of the Complaints Handling Officer or of his close relatives (where any are employed by the Company). In such case, the Complaints Handling Officer must withdraw from examining the particular Complaint and inform the Manager in writing, and the Manager shall appoint another employee of the Company who has no conflict of interest in examining the Complaint. A person whose actions (or omissions) are complained of, a close relative of such person, or a person directly subordinate to such person, may not be appointed to investigate the Complaint. If any person referred to in this clause considers that, in respect of a particular Complaint, he is unable to examine such Complaint due to other circumstances which give rise to, or may give rise to, a conflict of interest, he must immediately inform the Manager and withdraw from examining or investigating the particular Complaint.

- 5.5. The person examining the Complaint shall, among other things:
 - 5.5.1. collect and assess all documents and data related to the Complaint under examination;
 - 5.5.2. analyse and assess historical data relating to the servicing of the Complainant;
 - 5.5.3. analyse and assess any earlier Complaints from the Complainant (if any);
 - 5.5.4. assess any other available information relevant to the examination of the Complaint (agreements concluded by the Complainant, data relating to the performance of obligations to the Company, etc.);
 - 5.5.5. where necessary, communicate with the Complainant;
 - 5.5.6. where necessary, request the employee of the Company whose actions are complained of to provide explanations as to the circumstances of the Complaint;
 - 5.5.7. where necessary, request the Complainant or his representative to provide additional information necessary for the examination of the Complaint.
- 5.6. Complaints shall be examined by the Company in writing. In exceptional cases, meetings between the parties may be organised with a view to settling the dispute amicably. Such a meeting may be organised either by the Complainant who submitted the Complaint or by the Company.
- 5.7. The person examining the Complaint shall inform the Complainant of any additional steps taken in the examination of the Complaint, and shall respond promptly to any reasonable questions of the Complainant concerning the examination of the Complaint.
- 5.8. Where, during the examination of the Complaint, the Complainant withdraws his claim in writing, the Complaints Handling Officer shall terminate the examination of the Complaint already commenced. In such case, a corresponding entry on the withdrawal of the Complaint and the termination of the examination shall be made in the Register.
- 5.9. The person examining the Complaint must examine the Complaint and provide a reasoned Response to the Complainant in writing no later than within 15 (fifteen) business days from the day on which the Complaint was received by the Company, unless other laws or legal acts binding on the Company prescribe a different time limit.
- 5.10. Where, due to exceptional circumstances beyond the Company's control, the Response cannot be provided within the time limit set out in clause 5.9 of this Procedure, the Company shall, within that time limit, provide a non-final reply specifying the reasons for the delay in providing the Response and the date by which the Complainant will receive the final Response. In any event, the time limit for providing the final response shall not exceed 35 business days from the day of receipt of the Complaint.
- 5.11. Responses to Complaints shall be drawn up in the Lithuanian language or in another language agreed between the Company and the Complainant.
- 5.12. Complaints shall be examined by the Company free of charge.

6. DECISION-MAKING AND PROVISION OF THE RESPONSE

- 6.1. The Response shall address all matters raised in the Complaint and shall set out the reasons that led to the relevant decision. The decision on the Complaint must be consistent with all earlier decisions of the Company on similar Complaints, unless the Company is able to justify the adoption of different decisions.
- 6.2. The responsible employee of the Company, having received the Complaint, shall examine it in accordance with the legal acts in force and shall adopt one of the following decisions – to grant the claims set out in the Complaint, to grant them in part, or to reject the Complaint.
- 6.3. The Response to the Complainant’s Complaint shall be provided to the Complainant in writing on paper or by means of another durable medium, where so agreed between the Company and the Complainant. The Response shall be provided in the same manner in which the Complaint was received, unless the Complainant, when submitting the Complaint, indicates that he wishes to receive the Response by another means. A Response sent by post shall be sent by registered mail. The original of the Response, together with any accompanying documents, shall, as a rule, be provided to the Complainant by e-mail or, at the Complainant’s request, on paper.
- 6.4. The Response to the Complainant shall contain at least:
 - 6.4.1. the date of the Response;
 - 6.4.2. the reasoned Response;
 - 6.4.3. a list of accompanying documents (if any);
 - 6.4.4. the first name, surname, position and signature of the person who drafted the Response to the Complaint.
- 6.5. Responses to Complainants’ Complaints must in all cases be approved by the Manager.
- 6.6. Where the Complainant’s Complaint is settled by the parties entering into an agreement to amicably terminate the dispute, no additional written response shall be provided. The Complainant shall also be entitled to waive in writing the provision of a written response.
- 6.7. Where the Company does not grant, or only partially grants, the Complainant’s claims, it shall in all cases provide a comprehensive reasoned written response and indicate other means of protecting the Complainant’s interests, including possible means of dispute resolution and the relevant institutions.
- 6.8. If the Company is not responsible for carrying out the activity referred to in the Complaint received, the Company shall inform the Complainant of the reasons for refusing to accept and examine the Complaint and, where possible, of the financial market participant responsible for examining the relevant Complaint.
- 6.9. Where the Company does not grant, or only partially grants, the Complainant’s claims and the Complainant is a Consumer, the Complainant shall be entitled to apply to the Bank of Lithuania (address: Žalgirio g. 90, LT-09303 Vilnius, website: www.lb.lt) in writing or by electronic means within 1 (one) year from the date of his application to the Company concerning the resolution of the dispute. A Complainant who has missed the said time limit for applying to the Bank of Lithuania shall lose the right to apply to the Bank of Lithuania in respect of the same dispute,

that is, in respect of the same subject matter (claim against the Company) and on the same grounds (the circumstances on which the claim is based).

- 6.10. The requirements applicable to the application and the procedure for its submission are set out in the Rules for the Out-of-Court Procedure for the Settlement of Disputes between Consumers and Financial Market Participants at the Bank of Lithuania, approved by the Board of the Bank of Lithuania. Further information on the procedure for consumer disputes with financial service providers is available on the website of the Bank of Lithuania: <https://www.lb.lt/lt/daugiau-apie-gincius-su-finansiniu-paslaugu-teikeju>.
- 6.11. Where the Company does not grant, or only partially grants, the Complainant's claims and the Complainant is not a Consumer, the Complainant shall be entitled to apply to a court in accordance with the procedure established by the laws of the Republic of Lithuania. The Complainant shall be entitled, in accordance with the procedure prescribed by law, to challenge the Company's decision before a court irrespective of whether he has used the pre-trial procedure for the examination of the dispute with the Company.
- 6.12. Examined Complaints, together with all documentation, must be kept in a separate file or in the Company's electronic data storage system in accordance with the procedure established by law, but for no less than 3 (three) years from the date of provision of the final response to the Client.

7. ASSESSMENT OF THE RESULTS OF THE EXAMINATION OF COMPLAINTS

- 7.1. In order to identify its shortcomings and potential legal or operational risks, the Company shall continuously assess the results of the examination of Complaints. In the course of such assessment, the employee appointed by the Manager shall:
 - 7.1.1. collect information on similar Complaints relating to the services provided by the Company, analyse such information in order to identify the underlying cause of the Complaints, and submit proposals to the Manager regarding the priorities for eliminating the causes of the Complaints;
 - 7.1.2. assess whether the underlying cause of certain Complaints may give rise to Complaints concerning other services or products provided by the Company;
 - 7.1.3. assess whether the underlying causes of the Complaints can be eliminated, and submit proposals to the Manager regarding the means of their elimination;
 - 7.1.4. where necessary, take action to eliminate the underlying causes of Complaints identified;
 - 7.1.5. ensure that information on recurring or systemic causes of Complaints is regularly provided to the Manager so that he can effectively perform his functions.
- 7.2. Having reviewed the information referred to in clause 7.1 of this Procedure regarding the Complaints received by the Company and the results of their examination, and having assessed the proposals received regarding the priorities for eliminating the causes of Complaints and the means of their elimination, the Manager shall adopt the appropriate decisions in order to eliminate the identified underlying causes of Complaints.

- 7.3. Information on the Manager's decisions regarding the elimination of operational shortcomings identified on the basis of Complaints and on risk management shall be retained for no less than 3 (three) years in accordance with the procedure established by legal acts.

8. RESOLUTION OF DISPUTES BETWEEN PARTIES TO A FINANCING TRANSACTION

- 8.1. Where the Complainant considers that the other party to a financing transaction has infringed his rights or legitimate interests, the Complainant shall be entitled to apply to the Company in accordance with the same procedure as set out in this Procedure. However, in such cases the Complainant must indicate that he is applying in respect of a dispute between parties to a financing transaction.
- 8.2. Having examined the information submitted by the Complainant in connection with a dispute between parties to a financing transaction, the Company may submit a proposal to the parties to the financing transaction regarding a possible means of resolving the dispute, within a period not exceeding 15 (fifteen) business days. Such proposal shall not be binding or mandatory.
- 8.3. Information submitted by the Complainant pursuant to clause 8.1 of this Procedure shall not be deemed to constitute a Complaint, and the other provisions of the Procedure applicable to Complaints shall not apply to it. In all cases, the Company shall endeavour to act in the best interests of its Clients but shall assume no liability for any dispute resolution proposal submitted, its appropriateness, or its consequences.
- 8.4. Where it has not been possible to resolve a dispute between parties to a financing transaction in accordance with clauses 8.1–8.3 of this Procedure, the dispute between the parties to the financing transaction shall be further resolved in accordance with the procedure established by the applicable legal acts.

9. FINAL PROVISIONS

- 9.1. Amendments to and/or supplements of this Procedure shall enter into force on the day following the day of their adoption, unless another date of entry into force is specified. All employees of the Company shall be familiarised against signature with the Procedure and any amendments thereto, and shall be required to comply with it.
- 9.2. The Manager shall determine who performs the functions of the Complaints Handling Officer. The Manager may assign these functions to another employee of the Company or perform them himself. Where no Complaints Handling Officer has been separately appointed by the Manager, the functions of the Complaints Handling Officer, including the signing of Responses to Complainants, shall be performed by the Manager. Complaints Handling Officers must possess sufficient skills, knowledge and experience to properly implement the requirements of this Procedure. The Complaints Handling Officer shall be granted access to all information necessary for the examination of Complaints. The Company shall ensure regular training of Complaints Handling Officers and other employees involved in the complaint management process.
- 9.3. The Manager or a person appointed by him must ensure that the Company's employees are informed in a timely manner of any amendments and/or supplements to this Procedure.

- 9.4. The Company shall fulfil the following obligations to provide information to the Bank of Lithuania:
- 9.4.1. in carrying out the activities of a crowdfunding service provider, the Company shall, at the end of each calendar year and by 1 March of the following year, submit to the Bank of Lithuania, by electronic means, information on Complaints received and on the assessment of the results of the examination of Complaints, in accordance with the requirements set out in the Rules. Reports shall be submitted in JSON format through the Bank of Lithuania's information system REGATA, using forms SKND_01 and SKND_02;
 - 9.4.2. the Company shall maintain and, at the request of the Bank of Lithuania, provide information on the number of Complaints received, broken down by reasons for submission and outcomes of examination;
 - 9.4.3. the Manager shall be responsible for the accuracy of the information provided to the Bank of Lithuania.
- 9.5. This Procedure shall be reviewed where necessary and taking into account best practice, but in any event no less frequently than once a year. The employee responsible for compliance in the Company's activities shall be responsible for the review of the Procedure and for proposals on how to improve it (where required), and the Manager shall be responsible for the final approval of any new version of the Procedure.
- 9.6. This Procedure shall be made publicly available on the Company's website and shall be binding on all employees of the Company who participate in the complaint management process.

COMPLAINT FORM

1.a Personal data of the person submitting the Complaint:

SURNAME / NAME OF LEGAL ENTITY	FIRST NAME	REGISTRATION NUMBER AND LEI (IF ANY)

ADDRESS: STREET, HOUSE NUMBER, FLOOR (registered office for legal entities)	POSTAL CODE	CITY	COUNTRY

TELEPHONE	E-MAIL

1.b Contact details (if different from those provided in section 1.a):

SURNAME / NAME OF LEGAL ENTITY	FIRST NAME

ADDRESS: STREET, HOUSE NUMBER, FLOOR (registered office for legal entities)	POSTAL CODE	CITY	COUNTRY

TELEPHONE	E-MAIL

2.a Personal data of the legal representative (if applicable) (a power of attorney or other official document evidencing the appointment of the representative):

SURNAME / NAME OF LEGAL ENTITY	FIRST NAME	REGISTRATION NUMBER AND LEI (IF ANY)

ADDRESS: STREET, HOUSE NUMBER, FLOOR (registered office for legal entities)	POSTAL CODE	CITY	COUNTRY

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TELEPHONE		E-MAIL	
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2.b Contact details (if different from those provided in section 2.a):

SURNAME / NAME OF LEGAL ENTITY	FIRST NAME

ADDRESS: STREET, HOUSE NUMBER, FLOOR (registered office for legal entities)	POSTAL CODE	CITY	COUNTRY

TELEPHONE		E-MAIL	
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3. Information on the Complaint

3.a Full reference of the investment, credit or agreement to which the Complaint relates (i.e., investment registration number, name of the project owner / company or of the crowdfunding project, credit agreement number, other references of the relevant transactions...)

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3.b Description of the subject matter of the Complaint (please state the subject matter of the Complaint clearly)

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Please attach documents supporting the foregoing facts.

3.c Date(s) of the facts giving rise to the Complaint

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3.d Description of the loss or damage caused (where applicable)

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3.e Other observations or relevant information (where applicable)

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<i>(place)</i>	<i>(date, signature)</i>
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THE COMPLAINANT / LEGAL REPRESENTATIVE

Documents submitted (please tick the appropriate box):	
<input type="checkbox"/>	<i>Power of attorney or other relevant document.</i>
<input type="checkbox"/>	<i>Copy of the contractual documents of the investment / credit to which the Complaint relates.</i>
<input type="checkbox"/>	<i>Other documents supporting the Complaint (please specify):</i>