

# COMPLAINTS PROCEDURE

This Complaints Procedure establishes the requirements and conditions for handling claims and complaints filed by EVO Payments International s.r.o., with its registered office in Prague 4, Hvězdova 1716/2b, Postal Code: 140 00, identification no.: 03802205 ("EVO CZ") or EVO Payments International GmbH, with its registered office at Elsa-Brändström-Straße 10-12, 50668 Cologne, Germany (together the "Service Providers").

## I. Subject of claim/complaint

The subject of the claim is deficiencies in the performance of the agreed terms of the contract by the Service Providers which the client of the bank concluded with the Service Providers (including the General commercial terms and conditions, Technical conditions or individual product conditions). A complaint is a motion of a client of the Service Providers or another person warning about potential procedural deficiencies on the part of the Service Providers in the performance of their legal duties resulting from the generally binding regulations or rules to be respected by the Service Providers or the behaviour of individual employees of the Service Providers. The claim/complaint may be filed (exercised) by any person, including persons who are not clients of the Service Providers (a "Complainant"). The claim/complaint must be filed (exercised) without undue delay after the Complainant finds deficiencies in the Service Providers' procedures, in the performance of its legal duties or in the behaviour of one of its employees.

## II. How to file a claim/complaint

A claim/complaint is deemed filed (exercised) on the day when it is delivered to the Service Providers. A claim/complaint can be filed (exercised) as follows:

- personally at EVO CZ at Hvězdova 1716/2b, 140 00 Prague 4;
- in written form by letter sent to EVO Payments International s.r.o., Hvězdova 1716/2b, 140 00 Prague 4;
- by e-mail sent to [reklamacepk@revopayments.cz](mailto:reklamacepk@revopayments.cz);
- orally over the phone 225 092 289 if calling from the Czech Republic or by calling +420 225 092 289 if calling from abroad.

## III. Requirements for the claim/complaint

A claim/complaint must contain:

- Identification of the Complainant and his/her/its contact details, especially name; in case of a natural person also personal number or date of birth, and in case of a legal entity its identification number, as well as mailing address and e-mail address or phone number. If the claim/complaint is not filed by a client of the Service Providers, but concerns a client of the Service Providers, the identifying data of this client must also be provided.
- The subject matter of the claim/complaint, including the identification/number and title of the product/service, which concerns the claim/complaint, date, description of relevant facts, etc.

## IV. Complaints procedure for Service Providers

1. If a shorter period for handling the claim/complaint is not stated otherwise by the relevant generally binding regulations or by an individual legal act binding for the Service Providers, the Service Providers are obliged to handle the claim/complaint within 30 calendar days of filing (exercising) the claim/complaint.
2. The Service Providers are obliged to send to the Complainant the reply to the claim/complaint or notify its opinion to the filed claim/complaint no later than the final day for handling the claim/complaint. If the claim/complaint cannot be handled in the relevant period, the Service Providers are obliged to notify the Complainant within the relevant period at least why it was not possible to handle the claim/complaint in the given period, the current status of the claim/complaint and to notify the subsequent procedure, including stating an alternative period for handling the claim/complaint, if possible.

3. The Service Providers are entitled to request additions to or corrections of a claim/complaint by the Complainant. If the Service Providers request such a correction or addition, the course of the period for handling the claim/complaint shall be suspended for the period during which the claim/complaint will be added or corrected by the Complainant.
4. The Service Providers shall deliver the reply to the claim/complaint to the Complainant on the basis of an exclusive decision made by the Service Providers, typically in the same manner as the claim/complaint was delivered to the Service Providers, unless the Complainant individually agreed on another manner of delivery.

## V. Expenses connected with handling a claim/complaint

1. The expenses for handling a claim/complaint are borne by the Service Providers, except as provided below in this article.
2. In cases where the same Complainant repeatedly makes the same claim/complaint without stating new relevant findings or facts, and in cases of evidently false claims/complaints, the Service Providers are entitled to bill the Complainant for expenses connected with handling the claim/complaint.

## VI. Procedure for filing objections on how the Service Providers handle the claim/complaint

1. It is possible to file objections to the Service Providers against the manner in which they handle a claim/complaint. The objection to the manner of handling of the claim/complaint must be sent by the Complainant without undue delay (at the latest within 10 business days) after delivery of a notice on handling of the claim/complaint to the Service Providers at the following address: EVO Payments International s.r.o., Hvězdová 1716/2b, 140 00 Prague 4.
2. If the Complainant is not satisfied with the provision of the payment services from the Service Providers or with the manner in which its claim/complaint was handled regarding the provision of payment services, it is entitled to address 225 092 291 with its claim/complaint.

## VII. Final provisions

1. The Complaints Procedure is published at the seat of EVO CZ and on the EVO CZ website at [www.revopayments.cz](http://www.revopayments.cz).
2. The Service Providers are entitled to change this Complaints Procedure. The change of the Complaints Procedure shall become effective on the day when the Service Providers notify this change in an appropriate manner (as that term is defined in the General Business Conditions of Raiffeisenbank a.s.). The procedure for handling claims/complaints delivered to the Service Providers by the Complainant before the effective date shall be governed by the updated version of the Complaints Procedure if the Complainant does not notify the Service Providers that it wishes to handle its claim/complaint according to the wording of the Complaints Procedure in effect at the time of the delivery of its claim/complaint to the Service Providers.
3. This Complaints Procedure becomes effective on March 1, 2016.