

## REGULATIONS FOR HANDLING COMPLAINTS OF CUSTOMERS OF UAB NS PAY

### 1. GENERAL PROVISIONS

- 1.1. UAB NS Pay, legal entity code 305652931, address Vašingtono a. 1-62, Vilnius, the Republic of Lithuania, operating in accordance with the electronic money institution licence for restricted activity No. 10 issued by the Bank of Lithuania on 14 June 2021 (hereinafter - the "Company") and in carrying out the related activities it adheres to the laws of the Republic of Lithuania, resolutions of the Board of the Bank of Lithuania and other applicable legal acts.
- 1.2. The present Regulations for Handling Complaints of Customers (hereinafter - the "Regulations") govern the process of handling the Customers' Complaints, including, but not limited to, the procedure of bringing customer complaints, registration, handling thereof, presentation of responses to complaints, assessment of the outcome of complaints, as well as other actions and procedures.
- 1.3. The present Regulations apply to the complaints concerning the services provided by the Company and / or the contracts concluded with the Company, as far as the Company's activities are concerned.
- 1.4. The Regulations do not apply to other claims, actions, requests to fulfill the terms and conditions of contracts or provide information, explanations submitted to the Company by customers and / or third parties, as well as in cases where a customer submits a complaint concerning the Company's activities not regulated by special laws, which are not supervised by the Bank of Lithuania, etc.

### 2. TERMS AND DEFINITIONS

- 2.1. The following terms are used in the regulations:
  - 2.1.1. Customer means a natural or legal person to whom the Company provides electronic money account and payment services.
  - 2.1.2. Applicant means a person who has submitted a Complaint regarding the services provided by the Company and / or agreements concluded with the Company, i.e. a current or potential Customer or its representative.
  - 2.1.3. Supervisory Authority means the authority supervising the activities of the Company and the Platform - the Bank of Lithuania, legal entity code 188607684, registered office address Gedimino pr. 6, Vilnius, Republic of Lithuania. The contact information of the Bank of Lithuania is available on the website [www.lb.lt/lt/kontaktai](http://www.lb.lt/lt/kontaktai).
  - 2.1.4. Complaint means an application of the Applicant submitted to the Company in writing (or otherwise on a durable medium) stating that the rights or legitimate interests of a person related to the electronic money account and payment services activities of the Company were violated and / or that the electronic money account and payment services contract between the Company and the Customer was violated.
  - 2.1.5. Complaints Register means a paper logbook or an equivalent electronic document registration system in which the received Complaints of Applicants are registered. The recommended Complaints Register form is provided as Annex No 2. to the Regulations.
- 2.2. Other terms used in these Regulations shall have the meanings defined in the Law on Electronic Money and Electronic Money Institutions of the Republic of Lithuania, the Law on Payments of the Republic of Lithuania, the Resolution No. 03-105 of the Board of the Bank of Lithuania of 6 June 2013 "On Approval of the Regulations for Handling Complaints Received by Financial Market Participants" and other relevant legal acts of the Republic of Lithuania.

### 3. SUBMISSION OF COMPLAINTS

- 3.1. If the Customer considers that the Company services the Customer's electronic money account improperly and / or provides payment services improperly and / or violates the Customer's rights and legitimate interests, it may submit a Complaint to the Company in accordance with form provided in Annex No. 1 to these Regulations. The Complaint must be submitted no later than within 3 (three) months from the date on which the Customer became aware or should have become aware of the violation of its rights or legitimate interests.
- 3.2. Complaints to the Company can be submitted in the following ways:
  - 3.2.1. in person, upon arrival at the Company's premises, at Vašingtono a. 1-62, Vilnius, Republic of

Lithuania;

- 3.2.2. by e-mail [info@nspay.lt](mailto:info@nspay.lt) (It is necessary to sign the complaint and attach the scanned as a separate attachment in order to ensure the protection of the text and to be able to identify the Customer's signature).
- 3.3. The Complaint must contain at least the following minimum information:
  - 3.3.1. name of the Applicant;
  - 3.3.2. if the Applicant represents another person - the name of the represented person and the basis for representation (by attaching to the Complaint a power of attorney in the form prescribed by legal acts or another document confirming the powers of the Applicant's representative to act on behalf of the Applicant);
  - 3.3.3. date of submission of the Complaint;
  - 3.3.4. contact details of the Applicant to which it would prefer to receive a response from the Company;
  - 3.3.5. the essence of the complaint is the actions or omissions of the Company complained of;
  - 3.3.6. Applicant's request;
  - 3.3.7. list of the documents to be attached to the Complaint, e.g. a power of attorney, proof of violation, etc.
- 3.4. The Complaint must be complete, neat, legible and drawn up in the Lithuanian language.
- 3.5. If the submitted Complaint is not in conformity to the requirements set forth in this section of the Regulations, the Company may choose not to examine the Complaint. In this case, the Company shall notify the Applicant about the deficiencies of the Complaint and instruct to eliminate them. A Complaint that is returned to the Applicant to eliminate the deficiencies shall be deemed not to have been filed with the Company. Return of the Complaint shall not prevent the Applicant from re-applying to the Company with an identical Complaint after correcting the deficiencies identified.
- 3.6. If an identical Complaint or a Complaint which is already being examined by another competent authority or court, or for which a decision of the Company has been made, or for which a court decision, ruling or order has entered into force, is submitted to the Company, the Company shall refuse to examine the respective Complaint.
- 3.7. Furthermore, the Company shall not examine anonymous Complaints and Complaints submitted to the Company more than three months after the date on which the Customer became aware or should have become aware of a violation of its rights or legitimate interests, unless the Director of the Company decides to examine the respective Complaint pursuant to the Company's legitimate interests.
4. REGISTRATION OF COMPLAINTS
  - 4.1. The employee of the Company who receives (accepts) the Complaint shall register it in the Complaints Register on the same business day (in cases when the Complaint is received on a non-business day - on the following business day).
  - 4.2. The Complaints Register must contain the following information:
    - 4.2.1. Complaint registration number;
    - 4.2.2. name of the Applicant;
    - 4.2.3. address of the Applicant indicated in the complaint;
    - 4.2.4. date and method of receipt of the Complaint;
    - 4.2.5. essence of the Complaint (summary);
    - 4.2.6. services of the Company complained of;
    - 4.2.7. date of submission of the response to the Applicant;
    - 4.2.8. final outcome of the Complaint (decision).
  - 4.3. It is also recommended to register all other actions of the Company related to the handling of the Complaint in the Complaints Register (e.g. recourse to external lawyers, internal consultations on the circumstances specified in the Complaint, internal inspections, etc.).
  - 4.4. The employee of the Company who received the Complaint shall forward the Complaint, after registering it, and all information related to the Complaint to the employee appointed by the Director of the

Company, who is responsible for the handling of Complaints and registration of relevant further data in the Complaints Register.

## 5. HANDLING OF COMPLAINTS

- 5.1. An employee appointed by the Director of the Company (hereinafter - the "Responsible Employee") shall be responsible for examining of Complaints.
- 5.2. Complaints shall be examined in the Company in accordance with the principles of reasonableness, good faith, fairness, economy, objectivity, impartiality and respect for human rights, in cooperation with the Applicant and aiming for the most amicable solution possible.
- 5.3. If the Complaint is related to the actions (omissions) of the Responsible Employee or its close relatives working in the Company, or the employees hierarchically superior to it in the organisational structure of the Company, or there are other circumstances that cause or may cause a conflict of interest, the Responsible Employee must notify the Director of the Company, who shall appoint another employee of the Company who does not have a conflict of interest in the handling of the Complaint.
- 5.4. If the Applicant withdraws its Complaint in writing (or otherwise on a durable medium) during the handling of the Complaint, the initiated handling of the Complaint shall be terminated and an appropriate entry shall be made in the Complaints Register regarding the termination of the handling of the Complaint.
- 5.5. The responsible employee shall be obliged, among other things:
  - 5.5.1. to collect and assess all the documents and data related to the Complaint being examined;
  - 5.5.2. to analyse and assess the historical data related to the servicing of the Applicant;
  - 5.5.3. to analyse and assess the Applicant's previous Complaints (if any);
  - 5.5.4. to assess other available information relevant to the examination of the Complaint (contracts concluded by the Applicant, data related to the fulfilment of obligations to the Company, etc.);
  - 5.5.5. to communicate with the Applicant, if necessary;
  - 5.5.6. if necessary, to request the employee of the Company, whose actions are being complained about, or the colleagues of the said employee for explanations regarding the circumstances of the Complaint;
  - 5.5.7. if necessary, to request the Applicant or its representative to provide additional information necessary for the examination of the Complaint.
- 5.6. Complaints in the Company shall be handled in writing. In exceptional cases, meetings of the parties may be convened to resolve a dispute amicably. The meeting may be organised by either the Applicant or the Company.
- 5.7. Complaints shall be handled by the Company free of charge.
- 5.8. The responsible employee must examine the Complaint and provide a detailed, reasoned, documented response to the Applicant, no later than within 15 (fifteen) working days from the date of receipt of the Applicant's Complaint by the Company.
- 5.9. If due to reasons beyond the Company's control it is not possible to submit a response within 15 (fifteen) working days, the Company shall send a provisional response, indicating the reasons for the delay in submitting a response to the Complaint, the reasons for extension and the deadline for submitting a final response. In any case, the deadline for submitting the final response may not exceed 35 (thirty five) business days from the date of receipt of the Complaint by the Company.
- 5.10. The Company shall keep the Complaints of the Applicants, the material related to their examination and the decisions made on the basis thereof as well as the response provided to the Applicant for at least 3 (three) years from the date of submission of the final response to the Applicant.

## 6. SUBMISSION OF A RESPONSE

- 6.1. The original of the response along with the attached documents shall be submitted to the Applicant in

the manner of its choice: sent by post or e-mail.

- 6.2. The response to the Applicant must include, at least:
    - 6.2.1. date of submission of the response;
    - 6.2.2. reasoned response;
    - 6.2.3. list of the attached documents (if any);
    - 6.2.4. full name, position and signature of the person who drew up the response to the Complaint.
  - 6.3. Responses to the Applicants' Complaints must in all cases be agreed upon with the Director of the Company.
  - 6.4. If the Company is not responsible for carrying out of the activity specified in the received Complaint, the Company shall inform the Applicant of the reasons for refusing to accept and examine the Complaint as well as, if possible, the financial market participant responsible for handling the respective Complaint.
  - 6.5. If the Complaint is not satisfied or is satisfied in part, the response shall specify other remedies in defending the interests of the Applicant, including, but not limited to, those specified in Clauses 6.6 and 6.8 of the Regulations.
  - 6.6. If the Company does not satisfy the Applicant's requests or satisfies them in part and the Applicant is a consumer, the Applicant shall be entitled to apply to the Supervisory Authority in writing or electronically, within 1 (one) year from applying to the Company, for resolution of the dispute arisen. If the Applicant misses the specified deadline for applying to the Supervisory Authority, it shall lose the right to apply to the Supervisory Authority for the same dispute, i.e. for the same subject matter (claim to the Company) and on the same grounds (circumstances on which the claim is based), regardless of whether it has applied to the Company repeatedly.
  - 6.7. You can find out more about the procedure of consumer disputes with financial service providers on the website of the Supervisory Authority: <https://www.lb.lt/lt/daugiau-apie-gincius-su-finansiniu-paslaugu-teikeju>.
  - 6.8. If the Company does not satisfy the Applicant's demands or satisfies them in part and the Applicant is not a consumer, the Applicant shall be entitled to apply to a court in accordance with the procedure established by the laws of the Republic of Lithuania.
  - 6.9. In connection to the response to the Applicant, a relevant entry shall be made in the Complaints Register.
7. ASSESSMENT OF THE OUTCOMES OF THE EXAMINATION OF COMPLAINTS
- 7.1. In order to identify its deficiencies and potential legal or operational risks, the Company shall be regularly assessing the outcomes of the examination of Complaints. During this assessment, the employee appointed by the Director of the Company shall:
    - 7.1.1. collect information on similar Complaints related to a particular service or product, analyse this information in order to determine the root cause of the Complaints, as well as to propose to the Director of the Company the priorities for elimination of the causes;
    - 7.1.2. assess whether the root cause of certain Complaints may lead to Complaints about other services or products;
    - 7.1.3. assess whether the root causes of the Complaints can be eliminated and propose to the Director of the Company the ways to eliminate them;
    - 7.1.4. if necessary, eliminate the identified root causes of the Complaints;
    - 7.1.5. ensure that the information on recurring or systemic causes of Complaints is provided to the Director of the Company on a regular basis so that he would be able to carry out its functions effectively.
  - 7.2. The Director of the Company, having acquainted himself with the information specified in Clause 8.1 of the Procedure on the Complaints received by the Company and the outcomes of their examination and assessed the received proposals on the priorities of elimination and ways to eliminate the causes of the Complaints, shall take appropriate decisions to eliminate the identified root causes of the Complaints.
  - 7.3. The Company shall keep information on the decisions of the Director of the Company regarding the elimination of operational deficiencies identified on the basis of Complaints and risk management for at

least 3 (three) years.

8. FINAL PROVISIONS

- 8.1. The Company shall collect and, at the request of the Supervisory Authority, provide information on the number of Complaints received, broken down according to the reasons for submission and the outcomes of examination.
- 8.2. The responsible employee shall be responsible for the proper implementation of the present Regulations.
- 8.3. The responsible employee must also ensure that the Company's Complaint handling process is effective and, if necessary, updated, including the updating of the present Regulations, and that any deficiencies identified would be eliminated.
- 8.4. The Regulations, amendments or supplements thereto shall enter into force upon their approval by the order of the Director of the Company, unless another date of entry into force of the Regulations, amendments or additions thereto is specified therein.
- 8.5. The present Regulations and amendments thereto shall be introduced, with signed confirmation, to all employees of the Company, participating in the complaint handling process.

COMPLAINT FORM

Date:

Name of the applicant:

Name and surname of the Applicant's representative (if the Complaint is submitted by the Applicant's representative), grounds for representation:

I would like to receive a response to the Complaint (tick (☒) at least one): by ordinary mail ; by e-mail

Address:

E-mail:

Telephone:

Substance and demands of the Complaint:

Documents enclosed with the Complaint:

1.

2.

...

Name and signature of the complainant:

Annex No. 2 to the  
UAB NS Pay complaint handling procedure

COMPLAINTS REGISTER									
No.	Date and way of receipt of the Complaint;	Applicant (name)	Applicant's address	Description of the Complaint	Services or products complained of, their types	Examination of the Complaint (when it was examined, who examined it, etc.)	Date of the response	Final outcome of the Complaint (decision).	Other notes