

## COMPLAINTS HANDLING RULES

### 1. HOW TO FILE COMPLAINTS

FAS finance company s.r.o., RN: 055 31 047, registered office at Bulharská 996/20, 101 00 Praha 10 – Vršovice, registered in the Commercial Register kept by the Municipal Court in Prague, File No. C 265237 **accepts complaints exclusively in electronic form via an online form at <http://www.fasfinance.com/reklamace>**

### 2. CONTENT AND FORMALITIES OF COMPLAINTS

Client – natural person	Client – legal person or natural person – entrepreneur
name and surname of the Client	name and surname of the Client / company (name)
	registration number
	name and surname of the person authorized to act on behalf of the Client filing the complaint
number of the framework contract, if possible	number of the framework contract, if possible
payment order number related to the complaint, if possible *	payment order number related to the complaint, if possible *
exact reason for the complaint and the description of the state of facts	exact reason for the complaint and the description of the state of facts
e-mail	e-mail
telephone number	telephone number

*\* This applies only to a complaint about a service or a product*

### 3. DEADLINES OF FILING COMPLAINTS

Complaints must be filed no later than 15 (fifteen) business days from the date of the discovery of their cause (e.g. failure to execute a payment order or the date of receipt of an incorrectly processed payment order).

#### **4. DEADLINES OF HANDLING COMPLAINTS**

FAS Finance handles duly received complaints within 15 (fifteen) business days of delivery.

- If additional documents or information are required to handle a complaint properly, the time for their handling starts on the date of receipt of the complaint. In this case, FAS Finance company s.r.o. will request the necessary documents and information and provide the time for their delivery, generally being 10 (ten) business days.
- In case of additional request of documents (or other obstacle independent of the will of FAS Finance Company s.r.o.), the complaint will be handled no later than 35 (thirty five) business days from the date of the proper delivery.
- If, on request of FAS Finance Company s.r.o., the information or documents necessary for the proper assessment of the complaint are not received, the complaint will be declined as unjustified within the deadline for its handling.

#### **5. HOW TO RESPOND TO COMPLAINTS AND RESPONSE REQUIREMENTS**

After evaluating the complaint, FAS Finance company s.r.o. will inform the Client if the complaint was found to be justified or unjustified.

In response, FAS Finance company s.r.o. will deal with each section of the complaint thoroughly, and each answer will contain at least the following:

- a) a statement as to whether the complaint was found to be justified or unjustified;
- b) a statement whether the complaint was accepted or not;
- c) a thorough and comprehensible justification of the decision under (a) and (b) together with the relevant information (e.g. where reference is made to a specific contractual arrangement, provision of the General Terms and Conditions or legal provisions, as well as a specific reference to the relevant provision);
- d) an apology in the event of an error on part of FAS Finance company s.r.o.;
- e) a general notice of making changes if the Client's complaint led to such changes in the internal processes of FAS Finance company s.r.o.;
- f) information about the possibility of appealing against complaint handling;