

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

### 1. GENERAL PROVISIONS

- 1.1. **UAB “NS Pay”**, legal entity code 305652931, address Vašingtono av. 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 (“**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. These Regulations for Handling Complaints of Customers (“**Regulations**”) sets out the Company's complaints handling policy designed to ensure:
  - 1.2.1. prompt and fair management of complaints received by the Company;
  - 1.2.2. the storage of complaints, the material relating to their handling, replies and information on the measures taken to resolve the complaint;
  - 1.2.3. continuously assessing the outcome of complaints and effectively addressing the causes of complaints;
  - 1.2.4. periodic evaluation of the implementation and effectiveness of these Regulations and, where necessary, review;
  - 1.2.5. the proper implementation of 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.
- 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 fulfil 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.
- 1.5. The implementation of the Company's complaints handling policy as set out in these Regulations shall comply with the requirements of the legal acts regulating the legal protection of personal data and shall be in accordance with the personal data processing rules adopted by the Company.

### 2. TERMS

- 2.1. The following terms are used in these Regulations:
  - 2.1.1. **Applicant** – 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;
  - 2.1.2. **Company** – UAB “NS Pay”, legal entity code 305652931, registered office address Vašingtono a. 1-62, Vilnius, Republic of Lithuania;
  - 2.1.3. **Complaint** – 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;

- 2.1.4. **Complaints Handler** – a person who is responsible for the handling of Complaints within the Company, i.e. collecting the information necessary to investigate the Complaints received, investigating the Complaints, making decisions and preparing Responses to Applicants;
  - 2.1.5. **Complaints management process** – the actions of the Company in relation to the receipt, registration, examination of Complaints, informing the Applicant, etc., as set out in these Regulations;
  - 2.1.6. **Complaints Register** – a written 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;
  - 2.1.7. **Customer** – a natural or legal person to whom the Company provides electronic money account and payment services;
  - 2.1.8. **Response** – a reasoned written explanation by the Company to the Complainant regarding the Complaint investigated or the decision taken;
  - 2.1.9. **Supervisory Authority** – the authority supervising the activities of the Company and the Platform - the Bank of Lithuania, legal entity code 188607684, registered office address Gedimino av. 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).
- 2.2. 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 av. 1-62, Vilnius, Republic of Lithuania;
  - 3.2.2. by post (courier or otherwise) to the Company's registered office at Vašingtono av. 1-62, Vilnius, Republic of Lithuania
  - 3.2.3. 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 – 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 and claims;
  - 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.

#### **4. RECEIPT AND REGISTRATION OF COMPLAINTS**

- 4.1. If the Company receives a Complaint in any way, the employee who receives the Complaint must forward the Complaint to the Complaints Handler on the same business day. The Complaints Handler shall acknowledge receipt of the Complaint to the Applicant as soon as possible, but not later than 5 business days from the date of receipt of the Complaint by the Company and shall decide on its admissibility.
- 4.2. The Company considers these Complaints inadmissible:
- 4.2.1. if the Complaint submitted does not comply with the requirements set out in Section 3;
  - 4.2.2. if an identical Complaint or a Complaint which is already being dealt with by another competent authority or a court, or which is the subject of a decision of the Company, or of a judgement, decision or order of a court, has been given or has become final;
  - 4.2.3. 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 the violation of his rights or legitimate interests, except where the Director of the Company decides to deal with the Complaint in question in accordance with the legitimate interest of the Company.
- 4.3. If the Complaints Handler decides that the Complaint is not admissible to the Company, a clear and detailed explanation shall be provided to the Applicant as to why the Complaint is considered inadmissible and cannot be processed by the Company.
- 4.4. Once the Complaints Handler has decided to process the Complaint, the following information shall be provided to the Complainant within the time limit set out in point 4.1:
- 4.4.1. The identity and contact details, including email address and telephone number, of the Complaints Handler, to whom the Applicant may refer any matter relating to the Complaint;
  - 4.4.2. Time limit for the examination of the Complaint and the submission of a Response to the Applicant.
- 4.5. Each Complaint received must be recorded by the Complaints Handler in the Complaints Register,

which must contain the following information:

- 4.5.1. Complaint registration number;
  - 4.5.2. name of the Applicant;
  - 4.5.3. address of the Applicant indicated in the complaint;
  - 4.5.4. date and method of receipt of the Complaint;
  - 4.5.5. essence of the Complaint (summary);
  - 4.5.6. services of the Company complained of;
  - 4.5.7. date of submission of the response to the Applicant;
  - 4.5.8. final outcome of the Complaint (decision).
- 4.6. 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.).

## **5. HANDLING OF COMPLAINTS**

- 5.1. The Company shall take all reasonable steps to ensure that the Complaint is dealt with as expeditiously and fully as possible. 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.
- 5.2. The Complaints Handler shall investigate the Complaint himself and draw up a Response or instruct other competent employees of the Company to investigate the circumstances and requirements set out in the Complaint and to submit a written draft of the Response to the Complaints Handler as soon as possible, but not exceeding the time limits set out in point 5.8 of the Regulations.
- 5.3. If the Complaint relates to the actions (inaction) of the Complaint Handler or his close relatives working for the Company or employees hierarchically higher in the Company's organizational structure, or there are any other circumstances which create or may create a conflict of interest, the Complaint Handler shall recuse himself from the handling of the particular Complaint by informing the Director of Company in writing, who will designate a different employee of the Company, who will not have any conflict of interest in the course of handling the Complaint. The person whose actions/ inactions are complained of, a close relative of such person, or a person under his direct authority shall not be appointed to investigate the Complaint. If the persons referred to in this point consider that, in the case of a particular Complaint, they are unable to deal with that Complaint because of other circumstances which give rise or may give rise to a conflict of interest, they shall immediately inform the Director of the Company and shall recuse themselves from dealing with or investigating that particular Complaint. If the circumstances referred to in this point become apparent during the course of the investigation of a Complaint, prompt action shall be taken to eliminate the circumstances giving rise or likely to give rise to a conflict of interest and, if necessary, appointment of another person to deal with or investigate a particular 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 Complaint Handler 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 Complaint Handler must examine the Complaint and provide a detailed, reasoned, documented response to the Applicant, no later than within 30 (thirty) calendar 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 30 (thirty) calendar 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 60 (sixty) calendar 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 Response shall take into account all the points raised in the Complaint and give the reasons for the decision. The decision on the Complaint shall be consistent with all previous decisions of the Company on similar Complaints, unless the Company can justify different decisions.
- 6.2. 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.
- 6.3. The response to the Applicant must include, at least:
  - 6.3.1. date of submission of the Response;
  - 6.3.2. reasoned and motivated Response;
  - 6.3.3. list of the attached documents (if any);
  - 6.3.4. full name, position and signature of the person who drew up the Response to the Complaint.
- 6.4. Responses to the Applicants' Complaints must in all cases be agreed upon with the Director of the

Company.

- 6.5. 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.
- 6.6. 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 points 6.7 and 6.9 of the Regulations.
- 6.7. 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.
- 6.8. 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>.
- 6.9. 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.
- 6.10. 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 7.1 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. Amendments and (or) additions to these Regulations shall enter into force on the day following the date of their adoption, unless a different effective date is specified. The Director of the Company shall ensure that the Company's employees are informed in a timely manner of amendments and (or) additions to these Regulations.
- 8.2. 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.
- 8.3. The proper implementation and control of these Regulations shall be the responsibility of the Director of the Company. The Director of the Company shall determine who shall act as the Complaints Handler.
- 8.4. Complaints Handlers must have sufficient skills, knowledge, and experience to properly implement the requirements of these Regulations.
- 8.5. The Complaints Handler must be given access to all the information necessary for the handling of Complaints.
- 8.6. The Complaints Handler must also ensure that the Company's Complaints Management Process is effective and, where necessary, updated, including the updating of these Regulations, and that any deficiencies noted are corrected.
- 8.7. 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**

**1. Information about the applicant/representative (if applicable):**

Date:	
Name, surname of Applicant / name of legal entity:	
The name of the Applicant's representative (if the Applicant's representative is submitting the Complaint) and the grounds for representation:	
Address:	
Email address:	
Tel. No.:	
I would like to receive a reply to my complaint (tick (☒) at least one): by ordinary post <input type="checkbox"/> ; by email <input type="checkbox"/>	

**2. The essence and requirements of the complaint:**

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**3. Documents attached to the Complaint:**

1.	
2.	
3.	
4.	
5.	

**Name, surname and signature of person submitting the Complaint:**

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