

Approved:

UAB Nordstreet

By order of the CEO of 12 March 2020

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UAB NORDSTREET
CUSTOMER COMPLAINTS HANDLING AND FINANCING
COUNTERPARTY DISPUTE RESOLUTION RULES

Contents

I.	GENERAL	3
II.	DEFINITIONS	3
III.	SUBMISSION OF COMPLAINTS	3
IV.	REGISTRATION OF COMPLAINTS	4
V.	INVESTIGATION OF COMPLAINTS	5
VI.	SUBMISSION OF ANSWER	6
VII.	EVALUATION OF THE RESULTS OF THE NEGATION OF COMPLAINTS	6
VIII.	SETTLEMENT OF DISPUTES BETWEEN THE PARTIES TO THE FINANCING TRANSACTION	7
IX.	FINAL PROVISIONS	7
	Annex 1 to the Rules "Complaint Form"	9
	Annex 2 to the Rules "Complaint registration journal form"	10

I. GENERAL

1. **UAB Nordstreet** (hereinafter – the **Company**), in providing the services of the operator of the crowdfunding platform and in the activities related thereto, shall comply with the laws of the Republic of Lithuania, resolutions of the Board of the Bank of Lithuania and other legal acts.
2. These Customer Complaints Handling and Financing Counterparty Dispute Resolution Rules govern the customer complaint management process, which includes the customer complaint filing, registration, examination, submission of response, complaint investigation outcome evaluation, funding counterparty dispute resolution process, and other actions and procedures.
3. These Customer Complaints Handling and Financing Counterparty Dispute Resolution Rules apply to Complaints regarding the services rendered by the Company and/or contracts with the Company in relation to the Company's activities as the crowdfunding platform operator. The Customer Complaints Handling and Financing Counterparty Dispute Resolution Rules shall not apply to other claims, complaints, requests for fulfilment of contractual terms or information, clarifications, etc. submitted to the Company by customers and/or third parties.
4. The Customer Complaints Handling and Financing Counterparty Dispute Resolution Rules shall not be applicable when the activities of the Company indicated in the Complaint of the Applicant are not regulated by special laws and are not supervised by the Bank of Lithuania and in the event that the Company is not responsible for the performance of the activities indicated in the Complaint of the applicant.

II. DEFINITIONS

5. The following terms are used in the Customer Complaints Handling and Financing Counterparty Dispute Resolution Rules:
 - 5.1 **Customer** – a natural or legal person to whom the Company provides the services of the operator of the crowdfunding platform.
 - 5.2 **Applicant** – the person submitting a Complaint regarding the services rendered by the Company and/or the contracts concluded with the Company, i.e. the existing or potential Customer or his representative.
 - 5.3 **Complaint** – a written (or provided otherwise in a durable medium) application submitted to the Company by the Applicant stating that the rights or legitimate interests of the Company related to the activities of the crowdfunding platform operator or its contracts have been violated and requesting the satisfaction of the requirements of the Applicant.
 - 5.4 **Complaint registration journal** – a paper journal or equivalent electronic document for registration of received Complaints from the Applicants. The recommended form of the Complaint registration journal is provided as Annex 2 to the Rules.
 - 5.5 **Rules** – these Customer Complaints Handling and Financing Counterparty Dispute Resolution Rules of Nordstreet UAB.
6. Other terms used in these Rules shall be understood as defined in the Law on Crowdfunding of the Republic of Lithuania and other legal acts of the Republic of Lithuania.

III. SUBMISSION OF COMPLAINTS

7. The Customer, considering that the Company improperly provides the crowdfunding platform operator services or is otherwise in violation of the Customer's rights or legitimate interests, or at the presence of any other reasonable grounds, shall have the right to file a Complaint to the Company himself or through a representative (the recommended Complaint Form is attached as Annex 1 to the Rules). The Customer's Complaint must be filed with the Company no later than

three months from the date on which the Customer became aware or should have become aware of the violation of his rights or legitimate interests.

8. Customers or their representatives may lodge Complaints:
 - 8.1 on arrival in person or by registered mail to: Konstitucijos pr. 26, Vilnius, LT-08105 (Forum Palace Business Center, 5th floor); or
 - 8.2 by e-mail: info@nordstreet.lt (by attaching the Complaint as a separate scanned attachment to ensure text protection and to identify the signature).
9. The Complaint must contain at least the following information:
 - 9.1 Applicant's name and surname/company name;
 - 9.2 if the Applicant is represented by another person – the name of the person being represented and the basis of representation;
 - 9.3 date of Complaint;
 - 9.4 Applicant's contact details when requesting a response from the Company;
 - 9.5 the substance of the Complaint – the actions or omissions of the Company complained of;
 - 9.6 Applicant's requirements;
 - 9.7 list of documents attached to the Complaint e.g.: power of attorney, evidence of infringement, etc.
10. The Complaint must be complete, written in an orderly, legible manner, in Lithuanian language and signed by the Applicant.
11. If the Applicant represents another person, the Complaint must be accompanied by a power of attorney (original or notarised copy) or other document certifying the authorisation of the Applicant's representative to act on behalf of the Applicant and a notarised copy of the Applicant's representative's identity document.
12. If the Complaint submitted does not comply with the requirements set out in this section of the Rules, the Company may not investigate the Complaint and may notify the Complainant thereof, indicating the deficiencies of the Complaint to be rectified. A Complaint that is returned to the Applicant for rectification of 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 the same Complaint after correcting the identified deficiencies.
13. The Company shall not investigate the Complaint if an identical Complaint is already pending before another competent authority or court or if the Company's decision has been made or a court decision, order or judgement has become final on the same subject matter and on the same basis.
14. In the general case the Company will not investigate anonymous Complaints or Complaints filed with the Company after the expiry of more than three months after the Customer became aware or should have become aware of a violation of their rights or legitimate interests, but in exceptional cases, for example: in the interest of the Company, the CEO may decide to investigate an anonymous Complaint and/or Complaint submitted late.

IV. REGISTRATION OF COMPLAINTS

15. The employee of the Company who accepts (receives) the Complaint on behalf of the Company shall be responsible for the acceptance of the Complaint and its initial registration in the Complaint Registration journal (the recommended form of Complaint journal is attached as Annex 2 to the Rules). An employee of the Company who has received (accepted) the Complaint shall register it on the same business day in the Complaint registration journal.
16. The Complaint registration journal must contain the following data to support the Complaint:
 - 16.1 registration number;

- 16.2 Applicant's name and surname/company name;
 - 16.3 the address of the Applicant indicated in the Complaint;
 - 16.4 date and method of receipt of the Complaint;
 - 16.5 substance matter of the Complaint (short content);
 - 16.6 the Company's services or products, their types, that are complained of;
 - 16.7 date of the reply to the Applicant;
 - 16.8 the final outcome (decision) of the Complaint.
- 17. It is also recommended that the Company maintains a record in the Complaint registration journal of all other Company's activities related to the Complaint's handling, such as request for external legal consultation, internal meetings regarding the circumstances stated in the Complaint, internal inspections, etc.
 - 18. After registering the initial information about the Complaint received, the employee of the Company who received the complaint shall transmit the Complaint on the same business day along with all information related to the Complaint to the employee appointed by the CEO, who is responsible for handling the Complaints and the registration of relevant further data in the Complaint registration journal.

V. INVESTIGATION OF COMPLAINTS

- 19. An employee appointed by the CEO shall be responsible for the handling of Complaints.
- 20. If the Complaint concerns the actions (omission) of the employee responsible for the handling of complaints or his close relatives working for the Company or the employees hierarchically above him in the organisational structure of the Company, or if there are other circumstances which give rise to a conflict of interest, the employee of the Company responsible for such Complaint may not investigate it and must inform the CEO thereof. The CEO shall appoint a new employee of the Company who has no conflict of interest to investigate a particular Complaint.
- 21. Complaints shall be investigated in accordance with the general principles of reasonableness, fairness, justice and cost effectiveness, in cooperation with the Applicant and with a view to reaching a solution as amicable as possible.
- 22. If during the investigation of a Complaint the Complainant waives his Complaint in writing (or otherwise on a durable medium), the employee investigating the Complaints shall terminate the Complaint investigation. In such a case, an appropriate entry shall be made in the Complaint Registration journal regarding the withdrawal of the Complaint and the termination of the Complaint investigation.
- 23. In order to fully investigate the Complaint, an employee appointed by the Director of the Company shall, inter alia:
 - 23.1 collect and evaluate all documents and data related to the Complaint under consideration;
 - 23.2 analyse and evaluate the Applicant's service history;
 - 23.3 analyse and evaluate the Applicant's previous Complaints (if any);
 - 23.4 assess other information available and relevant to the Complaint investigation (contract concluded by the Applicant, data related to the fulfilment of obligations to the Company, etc.);
 - 23.5 communicate with the Applicant when necessary;
 - 23.6 if necessary, ask the employee of the Company whose actions are complained about or colleagues of the said employee to provide explanations regarding the circumstances of the Complaint;

- 23.7 have the right to request additional information from the Applicant or its representative, seeing that further clarification and/or other written evidence is required to process the Complaint.
24. The responsible employee of the Company must investigate the Complaint and submit a complete, reasoned, documented response to the Applicant as soon as possible, but not later than within 15 business days of the receipt of the Complaint from the Applicant. In exceptional cases where, for reasons beyond the Company's control, it is not possible to respond within 15 business days, the Company shall send a provisional response, stating the reasons for the delay in responding to the Complaint and the deadline for the Complainant to receive a final reply. In any event, the deadline for submitting the final reply shall not exceed 35 business days from the date of receipt of the Complaint by the Company.
25. Complaints shall be investigated in writing. In exceptional cases, meetings between the parties may be held to bring about an amicable settlement of the dispute. A meeting may be organised by both the Complainant and the Company.
26. Complaints shall be investigated free of charge.
27. The Company shall keep the Applicants' Complaints, the material relating to their investigation, a document showing the specific outcome of the Complaint and the response provided to the Applicant for at least 3 years from the date of the submission of the final response to the Applicant.

VI. SUBMISSION OF ANSWER

28. The original of the reply, together with the supporting documents, shall be provided to the Applicant in the manner of his choice: sent by post or email.
29. The reply to the Applicant shall contain at least:
- 29.1 date of submission of answer;
 - 29.2 a reasoned answer, if necessary, based on documents;
 - 29.3 list of attached documents (if any);
 - 29.4 the name, position and signature of the person who answered the Complaint.
30. Responses to the Complaints of the Applicants must in all cases be agreed with the CEO.
31. If the Company is not responsible for carrying out the activities specified in the Complaint, the Company shall respond to the Applicant, stating the reasons for refusing to accept and investigate the Complaint, and, if possible, indicating to the Complainant the financial market participant responsible for its Complaint.
32. If the Complaint is not satisfied or is satisfied in part, the response must indicate other means of protecting the Applicant's interests, including but not limited to those set forth in paragraphs 33 and 35 of the Rules.
33. If the Company does not satisfy or partially satisfy the Applicant's requirements and the Applicant is a consumer, the Applicant shall have the right to apply to the Bank of Lithuania in writing or electronically within 1 (one) year from applying to the Company for settlement of the dispute. The Applicant, who has missed the specified time limit for applying to the Bank of Lithuania, forfeits the right to apply to the Bank of Lithuania for the same dispute, i.e. on the same subject matter (claim against the Company) and on the same grounds (circumstances underlying the claim) regardless of that he has repeatedly contacted the Company.
34. You can find out more about consumer disputes with financial service providers on the website of the Bank of Lithuania: <https://www.lb.lt/lt/daugiau-apie-gincius-su-finansiniu-paslaugu-teikeju>
35. If the Company does not satisfy the Applicant's requirements or partially satisfies them and the Applicant is not a consumer, the Applicant shall have the right to apply to the courts in accordance with the procedure established by the laws of the Republic of Lithuania.
36. The response is recorded in the Complaint registration journal.

VII. EVALUATION OF THE RESULTS OF THIS NEGATION OF COMPLAINTS

37. In order to identify its weaknesses and potential legal or operational risks, the Company continually evaluates the outcome of the Complaint investigation. During this evaluation, the employee appointed by the CEO:
 - 37.1 collects information about similar Complaints related to a particular service or product, performs an analysis of this information in order to determine the root cause of the complaints, as well as to offer the CEO priorities for the removal of reasons;
 - 37.2 assesses whether the root cause of certain Complaints may result in Complaints about other services or products;
 - 37.3 assesses whether the root causes of the Complaints may be eliminated and suggests to the CEO ways of remedying them;
 - 37.4 if necessary, eliminates the identified root causes of the Complaints;
 - 37.5 ensures that information on recurring or systemic causes of Complaints is routinely provided to the CEO to enable him to perform his functions effectively.
38. The CEO, having become aware of the information on the Complaints received by the Company and the results of their examination referred to in paragraph 37 of the Rules, and having evaluated the received proposals regarding the priorities and methods of their elimination, shall take appropriate decisions to eliminate the identified main reasons for the Complaints.
39. The Company shall keep information about the decisions of the CEO regarding the elimination of shortcomings and risk management determined on the basis of Complaints for at least 3 years.

VIII. SETTLEMENT OF DISPUTES BETWEEN THE PARTIES TO THE FINANCING TRANSACTION

40. If the Customer of the Company believes that the other party to the financing transaction has violated their rights or legitimate interests in respect of such breach, the Customer shall apply to the Company in the same manner as when submitting the Complaint, but indicate that the dispute exists between the parties.
41. The Company, after reviewing the information provided by the Customer regarding the dispute between the participants in the financing transaction, may submit a proposal to the financing counterparties for a possible resolution of the dispute. The offer made by the Company is not binding or mandatory. In all cases, the Company undertakes to respond to the Customer within a maximum of 35 business days.
42. According to paragraph 40 of the Rules, the information provided by the Customer shall not be considered as a Complaint and accordingly shall not be subject to other provisions applicable to Complaints provided in the Rules. However, since the Company provides services to both parties to the financing transaction, it is in a unique position to offer possible solutions to the disputes between the parties to the financing transaction. In all cases, the Company shall endeavour to act in the best interests of its Customers but assumes no responsibility for the offer, suitability or consequences of the dispute settlement submitted.
43. In the event of a failure to resolve the dispute between the parties to the financing transaction in accordance with the procedure laid down in paragraphs 40 to 42 of the Rules, the dispute between the parties to the financing transaction shall be resolved further in accordance with the applicable legislation.

IX. FINAL PROVISIONS

44. The Company collects and submits, upon request of the Bank of Lithuania, information on the number of Complaints received, broken down by the reasons for the submission and the outcome of

the investigation (Complaints received, Complaints investigated, Complaints satisfied, Complaints partially satisfied).

45. The Rules, their amendments or supplements shall enter into force upon their approval by the order of the CEO, unless the order specifies another date of entry into force of the Rules, their amendments or supplements.
46. The proper implementation of these Rules shall be the responsibility of the employee appointed by the CEO, who must also monitor the effective operation of the Company's Complaint management process and, if necessary, update it, including the amendment of these Rules and the rectification of any deficiencies observed.
47. These Rules and amendments thereto shall be signed and shall be followed by all employees of the Company.

