

# Complaints Procedure

Smart Exchange Expert s.r.o., with registered office at Školská 694/32, Nové Město, 110 00 Praha 1, IČO: 05240921, registered in the Commercial Register maintained by the Municipal Court in Prague, Section C, Entry 260518 (hereinafter referred to as "SEE").

The Complaints Procedure regulates the handling of complaints and complaints by SEE.

## 1. Submitting a claim

The client can submit the complaint in several ways, namely:

- a) in writing to Smart Exchange Expert sro listed in the title of this document;
- b) in writing to the address of the customer service: Školská 694/32, 110 00 Praha 1;
- c) email to [info@seepays.com](mailto:info@seepays.com)
- d) call + 420 234 261 853
- e) through an SEE employee;

Complaints must include:

- a) The name, surname of the client, and the valid postal address to which the result of the claim or email will be processed. In the case of a legal person, the business name, the name and address of its registered office, the contact person shall be stated.
- b) A description of the case, indicating the information needed to resolve the complaint and describing how the client has been affected by his / her rights.
- c) Attachments containing claim documentation.

## 2. Time limit for claiming

The complaint must be applied without undue delay after the complainant has learned of the reason for its submission.

The maximum time limit for claiming is 13 months from the time the claim occurred.

## 3. Receiving and handling complaints

The complaint shall be handed over to the authorized person upon receipt to arrange for the filing and handling of complaints within the EEA.

Complaints are handled in accordance with their SEE acceptance.

The deadline for processing the claim is 15 working days after receipt of the SEE complaint. If a SEE impedes an obstacle independent of its willingness to respond to a complaint or claim within 15 business days, it shall notify the client within 15 working days of any obstacles preventing it from responding in time, and shall reply no later than 35 working days after the receipt of the complaint.

SEE reserves the right to request the client to complete the claim so that it can be successfully resolved. In such a case, the deadline for settling the claim until the supplementary data is guaranteed by the SEE client. However, if the customer does not deliver additional SEE claim data to SEE within 10 business days, the claim will be rejected for incompleteness.

## 4. Informing the client of the outcome of the claim

The Client is informed, within 15 working days of receipt of the complaint, of the outcome of the complaint, in writing, to the address stated in the complaint sent by him or by email, if the complaint is submitted by email. Decisive is the date of submission of the claim.

In the event that the result of the claim is sent to the client, the address given and the client does not accept the letter with the outcome of the complaint, it is deemed delivered on the day it is returned to the SEE.

## 5. Special Provisions

The process of complaining within the SEE is determined by an internal document intended solely for the SEE internal need.

The Complaints Procedure is published on the SEE website and is also available in written form at the SEE headquarters.

Complaints may also be filed with the Czech National Bank, Na Příkopě 28, 115 03 Praha 1.

If the complainant does not agree with the outcome of the claim, he / she has the right to contact the Financial Arbitration Office, Legerova 1581/69, 110 00 Prague 1.

Claims can not be resolved if:

- a) the case described in the complaint does not concern Smart Exchange Expert sro, its services or its employees;
- b) the complaint was filed by a person who is not entitled to file a complaint;
- C) in a matter decided by a court or other public authority or proceedings in the matter before such an authority;
- (d) the deadline for filing a complaint has expired.