

STANDARD COMPLAINT PROCEDURE

We strive to provide the best service to you; however, we do understand that problems might arise. If you believe we infringed your rights or legitimate interests relating to the services provided by us, you have the right to submit a complaint to us.

To file a complaint, please send us an e-mail to info@paymont.eu or send the complaint by post to:

Company name: *Paymont, UAB*
Address: *Ukmergės g. 126, LT-08100 Vilnius, Lithuania*

In the complaint, please provide the following information:

- Your name and/or name of the company;
- Your contact details;
- The reasons for your complaint including all relevant information regarding the complaint;
- Date on which the problem occurred;
- Reasons why do you believe we infringed your rights and legitimate interests;
- What do you request.

We will review your complaint and respond to you with a final resolution within 15 business days from the day following the day we received your complaint. In exceptional circumstances, for reasons beyond our control, when we are unable to resolve your complaint within 15 business days, we will inform you via e-mail, indicating the date when you can expect the response, with the reason explaining why we are unable to resolve the complaint within 15 business days. In any case, your complaint shall be resolved no later than 35 business days from the day following the day we received your complaint.

If you are not satisfied with our resolution of your complaint, you have the right to complain to Bank of Lithuania within 1 year from the date our final resolution was communicated to you. Bank of Lithuania acts as out-of-court dispute resolution authority dealing with disputes between consumers and financial service providers. You can contact Bank of Lithuania in writing, by phone, or email:

Division: *Financial Services and Markets Supervision Department*
Address: *Žalgirio str. 90, Vilnius, LT-09303, Lithuania*
Telephone number: *+370 800 50 500*
Email address: info@lb.lt

You can obtain more information about complaints procedure by visiting the website of the Bank of Lithuania:

<https://www.lb.lt/en/complaints-against-a-financial-service-provider#ex-1-3>.

Please bear in mind, that in order for you to use your right to complain to Bank of Lithuania, you have to first submit the original complaint to the Company within 3 months from the date on which you became aware, or should have become aware, of the violations of your rights or legitimate interests.

Thank you for your cooperation.