

PPF banka a.s. Complaint Guidelines

These Complaint Guidelines provide rules for processing claims, complaints and other input submitted (hereinafter "Submission") by PPF banka a.s. (hereinafter "Bank") clients and potential clients, in keeping with the General Terms of Trade of PPF banka a.s., (hereinafter "GTT") and stipulates standardized procedures for their processing. If capitalized terms or phrases are used in the Complaint Guidelines, they shall bear the meaning assigned to them under the GTT section entitled Interpretation of Terms or the meaning specified under individual provisions of these Complaint Guidelines. Terms and phrases thus defined shall be taken to encompass both singular and plural usage.

Entitlement to Submit a Complaint

Any client, person authorized by a client to deal with the funds in his account, potential client of the Bank or his representative, or third party acting on the client's behalf (hereinafter "Client") shall be entitled to submit a complaint if he feels the Bank is in breach of any of its legal or contractual obligations, that the behavior of a Bank employee was not helpful or adequate in a particular situation, or if he requests a higher level of quality in the services and products provided.

If a Bank employee deals with a person other than the Client in processing the complaint, he must maintain banking confidentiality. The employee must therefore request reliable proof of authorization to represent the Client.

Complaints concerning payment card transactions using cards issued with accounts kept at the Bank shall be governed primarily by the Payment Card Contract and PPF banka a.s. Payment Card Terms and Conditions.

Cardholders of cobranded payment cards (irrespective of their status as Bank clients) must direct complaints concerning services to the Bank's cobranded partner, in keeping with the terms and conditions for payment card issuance and use annexed to the payment card issuance and use contract concluded between the cobranded partner and the cardholder. Such complaints shall not be processed in keeping with these Complaint Guidelines.

Legitimate Complaints are those which concern a service which was not duly provided to the Client due to failure to observe legal regulations or contractual terms. A Legitimate Complaint establishes the Client's eligible claim for remediation, compensatory performance or compensation for damages.

The Bank shall decide whether a Complaint is legitimate and what means shall be employed for to process it.

Submission Form

- in person – presented to an authorized Bank employee,
- by fax – sent to (+420) 224 175 980,
- by post – sent to the Bank's headquarters address or the address of the Bank's Place of Business,
- by telephone – at (+420) 224 175 888,
- by e-mail – sent to: info@ppfbanka.cz,

Complaints delivered in a different manner (delivered to other addresses of the Bank, other fax or telephone numbers of the Bank or its employees, or other e-mail addresses of the Bank or its employees) shall be transferred to the pertinent department by employees who encounter them and who are not entitled to process them or resolve the situation they address. For Complaints received in such cases, the Bank cannot guarantee the deadlines and processes designated for Complaint processing; however the Bank shall do its best to maintain the deadlines and procedures designated.

Complaints delivered to a private telephone or fax number, a private address or a private e-mail address of a Bank employee shall not be considered to have been delivered; the same shall hold for complaints submitted orally to Bank employees outside their normal working hours or away from Bank premises.

A protocol must be made for each Complaint received and must make use of the Bank's form. If a Client does not draw up the Complaint himself or the Complaint is submitted in a form which does

not allow for this (oral and telephone Complaints) the Protocol shall be drawn up by the Bank employee upon the Client's request. The Client should sign the Protocol, if possible. The Protocol Form is available at the Bank's Places of Business, where they are given out by employees of departments authorized to accept Complaints, as well as on the Bank's website.

Complaint Requirements

Complaints must be sufficiently specific to be processed. Complaints must contain:

- The Client's identification (name and surname/business or company name, DOB/identification number),
- subject of the Complaint – what the Complaint concerns, why the Bank is being criticized, etc.

Complaints should also contain the following information:

- contact information for the Client or person making the Complaint,
- the time/date of the Complaint, dates and times at which the events the Complaint concerned took place or are supposed to have taken place,
- persons – names or other information used to identify all persons acting on behalf of the Bank and the Client in matters to do with the subject of the Complaint,
- relevant facts – all other relevant facts and circumstances concerning the Complaint.

The Bank may also process Complaints which have only partial information (anonymous or with no subject specification), but only provided the Bank considers it to be purposeful and pertinent, and only if the nature of the complaint is spelled out.

Complaints must be presented in Czech or Slovak. If the Bank and Client have explicitly so agreed, the Bank may accept Complaints in English and Russian, as well.

Complaint Submission Deadlines

Complaints should be submitted as soon as the event which is the subject of the Complaint occurs or is to have occurred. The maximum deadline for submission of a Complaint is 6 months from the date on which the event which is the subject of complaint occurred or is supposed to have occurred; for Complaints concerning payment transactions, the deadline is 13 months from the day the funds were transferred from the bank account in question, at the latest.

Should the Bank deem it appropriate, it may also accept and process Complaints presented after the designated deadlines.

Submission Processing Deadlines

The Bank shall make its decision concerning the legitimacy of the Complaint and its processing within the shortest possible timeframe, at the most 30 days from the time the Complaint was presented. The time necessary to correct a Complaint or provide additional information pertinent to the Complaint shall not be included in this period. Should a complex case require detailed review, or assistance from other departments or third parties, the Bank shall issue its decision within 90 days of the date the Complaint was received, at the latest. In such a case, however, the Bank must inform the Client within 30 days of the fact the deadline for processing is Complaint is to be extended. In exceptional cases, the Bank's General Director may prolong the Submission processing deadline by additional 30 days.

Deadlines for processing claims concerning transactions carried out using payment cards depend upon assistance provided by other banks, businesses accepting the payment cards and the clearing center deadlines, and may extend to 180 days.

Rights and Obligations of the Client

The Client is entitled to be kept informed of the legitimacy and processing of the Complaint submitted and the potential to appeal the Complaint.

The Client is obligated to Submit the Complaint in keeping with these Complaint Guidelines.

The Client is obligated to provide the Bank with any assistance necessary for the Complaint to be processed; in particular, he must inform the Bank in a timely manner, fully and truthfully, of any facts relevant to assessing the Complaint and provide with background material necessary for its processing.

Requests for further information necessary to process the Complaint may be delivered to the Client for this purpose.

Complaint Processing

First the Bank will decide whether the Complaint is in a form suitable for submission (of a definite nature and in keeping with deadlines); it will then make its decision concerning the subject of the Complaint. The Bank will inform the Client in writing of its opinion within the deadline designated for the processing of Complaints. If an agreement has been made between a Bank representative and the Client concerning processing of the Complaint, a protocol must be drawn up and signed by both parties. In such a case, no further opinion is sent to the Client.

Abbreviated Complaint Processing

If a Bank employee accepts an oral or, exceptionally, written Complaint he considers legitimate and is capable of resolving with no delay to the Client's full satisfaction, he shall do so. This procedure may not be used if a Complaint is considered legitimate but the Bank employee is not capable of resolving the Complaint without delay to the Client's full satisfaction, or if he considers the Complaint to be illegitimate or doubts its legitimacy. Abbreviated Complaint processing may not be used when the client requires a written response to his Complaint, or if material damage has occurred or may occur to the Bank or Client, or the Bank is threatened by some other operational risk.

The abbreviated complaint procedure may be employed for payment card transaction claims, including in cases in which these claims have been justifiably refused by a business entity or the business entity's bank. The Client may not always agree with such a termination of his claim and may appeal it.

Appeal against the Decision

If the Client does not agree with the decision on his Complaint, he may appeal to the Bank's General Director in writing within 15 days of delivery of the decision. The appeal must be presented in writing and address a concrete decision on the Complaint. The General Director will decide the appeal and inform the Client of his decision within 30 days of the date the appeal is received.

Special Provisions Concerning Investment Tool Trading Claims

For Complaints concerning the Bank's provision of services or activities carried out by the Bank based upon a securities trading license, the Client may always address his Complaint directly to the Prague Stock Exchange or the responsible CNB units.

Other Options for Client's Defense

Should any dispute arise over monetary transfers when making payments and using electronic payment tools, Clients may directly address a body established to resolve disputes under Act No. 229/2002 Coll., on Financial Arbiter, as amended.

Complaints shall be filed without prejudice to the Client's right to seek remedy in the courts.