



SUMMARY OF JSC RIETUMU BANKA

POLICY ON HANDLING AND RESOLUTION OF CUSTOMER COMPLAINTS

JSC Rietumu Banka, trading as Rietumu Banka, is authorised by the Financial and Market Commission in Latvia and is regulated by the Central Bank of Ireland for conduct of business rules.

JSC Rietumu Banka (**Us / We / Our**) wants to make it easy for customers to provide feedback on its service and to file complaints. As part of Our customer-focused approach, We have a dedicated 'Complaints Handling Unit' which investigates and seeks to resolve customers' complaints in a courteous, prompt and professional manner. This Policy on Handling and Resolution of Customer Complaints sets out the procedures which We will apply when dealing with complainants who may be deemed 'consumers' for the purpose of the Consumer Protection Code 2012 (**Complainants**).

MAKING A COMPLAINT

We endeavour to make it easy for Complainants to file an oral or written complaint. To make a complaint, a Complainant may use any of the following means:

- Online:** complete the online complaints form available at: <http://www.rietumu.com/bank-details-complain>;
- By phone** - Call our Complaints Handling Unit on (+371) 67025552 (lines are open on weekdays from 09.00 until 18.00);
- By e-mail:** complaint@rietumu.lv;
- By post:** Complaints Handling Unit, Vesetas str. 7, Riga, LV-1013, Complaints Handling Unit; or
- By fax:** (+371) 67025588.

To help Us investigate and resolve complaints as promptly as possible, Complainants should provide the following information:

- The name of the Complainant;
- Account details (account number and/or customer ID);
- A description of the complaint (the reason and nature of the complaint, as well as proposed solution or remedy);
- Copies of relevant documents (if appropriate); and
- The preferred way the Complainant would like to receive a response.

INVESTIGATING COMPLAINTS

1. We will acknowledge each complaint (on paper or by email) within five business days of receiving the complaint. This acknowledgement will include the name of the individual(s) who are appointed to be the Complainant's point of contact in relation to the complaint. We may need to contact the Complainant to discuss the issue as part of Our investigation.

2. We will endeavour to resolve a complaint within five business days of receiving it. Where a complaint is resolved within five business days, we will record the fact that the complaint was so resolved. Where a complaint is not resolved within five business days, We will provide the Complainant (on paper or email) with a regular update on the progress of the investigation of the complaint (at a minimum every 20 business days from the date on which the complaint was made).

3. If a complaint is not resolved within 40 business days, We will inform the Complainant of the expected timeframe within which We hope to resolve the complaint. In this notice, We will also notify the Complainant that they may refer the matter to the Financial Services Ombudsman (including contact details for the Financial Services Ombudsman).

4. We will inform the Complainant (on paper or by email) within five days of the conclusion of Our investigation into the complaint of:

- The outcome of the investigation;
- The terms of any offer or settlement being made (where applicable); and
- The fact that the Complainant may refer the matter to the Financial Services Ombudsman (including contact details for the Financial Services Ombudsman).

FINANCIAL SERVICES OMBUDSMAN

A Complainant may be entitled to refer a complaint to the Financial Services Ombudsman, which is an independent statutory office which deals with unresolved complaints from Complainants. The Financial Services Ombudsman can be contacted using the following details:

Phone: 1890 882 090 or (+353) 1 662 0899;
Fax: (+353) 1 662 0890;
Email: enquiries@financialombudsman.ie;
Website: www.financialombudsman.ie; or
Address: 3rd Floor Lincoln House, Lincoln Place, Dublin 2, D02 VH29.

COMPLAINT LOGS

We will maintain up to date and comprehensive records of all complaints received from Complainants. In addition, We will maintain a log of all complaints received from Complainants, which will include the following:

- Details of each complaint;
- The date the complaint was received;
- A summary of the Our response(s);
- Details of any other relevant correspondence or records;
- The action taken to resolve each complaint (including the date the complaint was resolved); and
- The current status of the complaint which has been referred to the Financial Services Ombudsman (where relevant).

We regularly monitor complaints to assess whether complaints indicate an isolated or more widespread issue. This analysis will be presented to relevant members of senior management.