



Complaints policy of UAB "Finansinės paslaugos "Contis"

UAB "Finansinės paslaugos "Contis" (hereafter Solaris) makes available to its customers where they can submit their complaints and get them investigated and resolved. A complaint is a written appeal submitted by an applicant to a financial market participant, asserting that their rights or legitimate interests related to the services provided or contracts concluded by the financial market participant have been infringed.

If you do need to raise a complaint, please get in touch with the relevant Solaris partner in writing or contact us (Solaris) directly:

- Email: complaintsteam@solarisgroup.co.uk
- Customer portal: <https://customersupport.solarisgroup.co.uk/hc/en-gb/requests/new>

If you are a consumer (a natural person acting for purposes that are outside your trade business, crafts or professional services) you should submit a complaint no later than 3 months from the day you learned about the possible violation of your rights or legitimate interest.

When submitting a complaint, please provide us with the following information:

1. Full Name
2. Full address and contact details
3. Date of the complaint
4. Account number (if applicable)
5. Reason for your complaint (please provide as much detail as possible)
6. The desired outcome for your complaint
7. Any support evidence you may have

Once information is received, we will investigate your complaint and respond to you within 15 working days to assess the situation. In exceptional cases, the final outcome will be provided within 35 working days. We will inform you in advance if such a case occurs. Please also note that we will communicate with you in English unless agreed otherwise.

If you remain unhappy with the outcome of the complaint, you may contact other authorities to review this independently.

You can refer it to the Bank of Lithuania within one year of the date you sent us your complaint. In this case, the Bank of Lithuania would act as out of court dispute resolution authority dealing with disputes between consumers and financial service providers.



You can contact them using the below details and providing the appropriate form available on the Bank of Lithuania Website (<https://www.lb.lt/en/complaints-against-a-financial-service-provider#ex-1-3>):

- You can submit the form via email at info@lb.lt ;
- You can also submit the form by mail addressed to Totorių g. 4, 01121 Vilnius, Lithuania.
- More information is available here: <https://www.lb.lt/en/disputes-between-consumers-and-financial-market-participants>

Please note that according to the Bank of Lithuania rules, before filing a dispute with the regulator, you should first contact the financial market participant, in this case, the relevant partner or Solaris, in writing and state the circumstances of the complaint and your claim.

The out of court dispute resolution authority for consumer disputes not related to Bank of Lithuania competences is the State Consumer Rights Protection Authority.

- Website: <https://vvtat.lrv.lt/lt/>
- Their address is: A. Goštauto g. 12, 01108, Vilnius, Lithuania
- Email: tarnyba@vvtat.lt .

You have the right to make a complaint to the State Data Protection Inspectorate (SDPI), the Lithuanian supervisory authority for data protection issues.

- Website: <https://vdai.lrv.lt/lt/>
- Their address is: L. Sapiegos str. 17, 10312, Vilnius, the Republic of Lithuania;
- Email: dap@ada.lt