

CLAIMS POLICY

This Claims Policy regulates the processing of claims, complaints and other filings (the "**Claim**") submitted by the Clients of WOOD & Company Financial Services, a.s. ("**WOOD & Co.**") in accordance with its Business Conditions (the "**Conditions**"), i.e. especially stipulates the standard procedure to be applied to their processing. Capitalised terms and expression used in this Claims Policy have the meaning specified in Clause A Definitions of Terms of the Conditions or the meaning provided in the individual provisions of this Claims Policy.

1. Justifiability of a Claim

A Claim may be filed by any Client, any person authorised by a Client, any representative of a Client or any third party acting in the interest of the Client if it believes that WOOD & Co. is in breach of its statutory or contractual obligations, or that a conduct of an employee of WOOD & Co. towards a Client was not proper or appropriate, or if it proposes improvement on the services and products provided by WOOD & Co.

A Claim is deemed justified if any services have not been duly provided to a Client due to a failure to comply with the generally binding legal regulations or contractual conditions. A justified Claim constitutes the Client's right to seek remedy, compensation or damages.

Whether a Claim is justified and how it is to be processed will be determined by the competent department in accordance with the applicable legal regulations and internal guidelines of WOOD & Co.

2. Manner of submission of a Claim for other clients

- By mail - to the address: WOOD & Company Financial Services, a.s., náměstí Republiky 1079/1A, 110 00 Nové Město - Praha 1
- By telephone – to the telephone number: +420 222 096 111
- By email – to the email address: wood@wood.cz

A Claim delivered in any other manner (e.g. delivered to other telephone numbers of WOOD & Co. or its employees, or to other email addresses of WOOD & Co. or its employees) will be referred to the competent departments by the relevant employees who are not authorised to process or resolve them.

If a Claim is delivered in such other manner, WOOD & Co. cannot guarantee that it will be able to comply with the applicable limits and procedures for processing of claims, however, it shall exercise maximum effort to achieve them.

A Claim sent to a personal telephone number, private address or private email address of an employee of WOOD & Co. cannot be deemed delivered.

3. Essential contents of a Claim

A Claim must contain at least:

- the identification of the Client (name and surname / business name, birth identification number / identification number);
- the subject-matter of the Claim, i.e. the specification of the Claim stating what the Client request and against whom or what the Claim is addressed.

In order to be promptly processed, a Claim should also contain:

- the contact details of the Client;

- the time frame, i.e. especially the date and time of the (alleged) events which form the subject-matter of the Claim;
- the identification of the persons, i.e. the names or other specifications of all persons relevant for the subject-matter of the Claim, both on the part of the Client and on the part of WOOD & Co.;
- any other relevant facts and circumstances in relation to the Claim.

A Claim must be submitted in the Czech language or in the Slovak language. WOOD & Co. may also receive a Claim in the English language.

4. Receipt of a Claim

Each received Claim must be recorded in a protocol, in the wording of WOOD & Co.'s relevant form, attached as Annex 1 to this Claims Policy (the "**Protocol**").

If the Client chooses a form of submission of a Claim which excludes the use of the Protocol, or if the Client is unable to fill in the Protocol for objective reasons, the Protocol shall be filled in by an employee of WOOD & Co. on the basis of the Client's Claim. If possible, the employee of WOOD & Co. will ask the Client to sign the filled-in Protocol.

5. Term for submission of a Claim

A Claim should be submitted as soon as possible after the (alleged) event which forms the subject-matter of the Claim. The maximum term for submission of a Claim is 6 months from the (alleged) contested event.

If WOOD & Co. so decides, it may also receive and process a Claim submitted on a later date.

6. Term for processing of a Claim

WOOD & Co. will decide whether a Claim is justified and how it should be processed as soon as possible, however, no later than within 30 days of receipt of the Claim.

This term does not include the time necessary for any correction or supplementation of the Claim by the Client. If the matter is complex and requires a more detailed investigation, cooperation of a greater number of departments of WOOD & Co. or third parties, WOOD & Co. will decide no later than within 90 days of receipt of the Claim. However, in such case, WOOD & Co. will inform the Client within 30 days that the term for processing of the Claim has been extended.

7. Rights and obligations of the Client

- The Client is obliged to submit its Claim in accordance with this Claims Policy.
- The Client is obliged to provide WOOD & Co. with any assistance necessary for processing of a Claim, i.e. especially with timely, complete and true information about any circumstances relevant for decision about the Claim and any documents necessary for its processing. For this purpose, the Client may receive a request to supplement its Claim.
- The Client is obliged to submit its Claim immediately after it becomes aware of the occurrence of the subject-matter of the Claim. If the Client submits the Claim with delay, although it was aware of the occurrence of the contested event before, WOOD & Co. may base the potential damages on the values as at the moment when the Client became aware of the occurrence of the said event and could have notified WOOD & Co. to this effect without unnecessary delay.
- A proof of the Client's awareness of the occurrence of the subject-matter of the Claim is deemed to be for example the record of an electronic display of certain facts (portfolios, instructions, transactions, etc.) by the Client in the agreed communication programme, in which the occurrence of the subject-matter of the Claim was apparent.

8. Processing of a Claim

WOOD & Co. will first decide whether a Claim is admissible (terms have been determined and observed) and then it will decide on the subject-matter of the Claim.

WOOD & Co. will inform the Client in writing about the manner in which the Claim was processed, within the term specified in Clause 5 of this Claims Policy.

9. Instructions about further remedies available to the Client

The manner in which the Claim is processed does not prevent the Client in any way from taking the following actions:

- file a petition to initiate proceedings with a court;
- if the Client is a consumer, file a petition to initiate proceedings with the Financial Arbitrator of the Czech Republic as the authority competent to resolve disputes under Act No. 229/2002 Coll., on Financial Arbitrator:
 - contact details: Finanční arbitr ČR, Legerova 69/1581, 110 00 Praha 1, telephone: +420 257 042 070, email: arbitr@finarbitr.cz, www.finarbitr.cz;
- file a complaint with the Czech National Bank as the authority in charge of supervision over the financial market in the Czech Republic:
 - contact details: Na Příkopě 28, 115 03 Praha 1, telephone: 224 411 111, fax: 224 412 404.