

## **WALLETTO Complaints Policy Summary**

WALLETTO's main goal is to support clients and help them in all processes and stages of using our services. However, there might be the situation where you are not satisfied with our services.

If you are in a situation, where you are not satisfied with the service provided by the WALLETTO, you can submit a complaint in the following manner:

- using Internet Bank;
- emailing us at [ask@walletto.eu](mailto:ask@walletto.eu);
- telephoning us on +37067798574 (and submitting written claim immediately thereafter);
- by contacting sales manager (phone +37067798574, e-mail [sales@walletto.eu](mailto:sales@walletto.eu)) (and submitting written claim immediately thereafter);
- sending a complaint to our legal address: Žalgirio str. 92-805, Vilnius, Lithuania, LT-09303.

According to the WALLETTO policy, the complaints will be reviewed in maximum 15 working days.

In cases where more time is required for the complaint to be fully investigated and solved, the Head of the relevant Department will inform the Compliance Officer.

The Compliance Department shall notify the customer about the ongoing investigation and inform him /her about the approximate time period until the final response will be provided, which cannot be longer than 45 days starting from the working day following the reception of the initial complaint or the reception of additional evidence provided by the client concerned.

Please note that WALLETTO has a right to ask you for additional information in support of the claim and will be expecting that such information will be submitted without unreasonable delay.

In case you are not be satisfied with the outcome of your complaint raised with WALLETTO, you can escalate the complaint to Bank of Lithuania.

Further information and eligibility requirements can be found on:

<https://www.lb.lt/en/sfi-disputes-between-consumers-and-financial-market-participants>

Or by contacting Bank of Lithuania directly;

Telephone: +370 5 268 0029, +370 5 2680 804

By email: [info@lb.lt](mailto:info@lb.lt)