

Date \_\_\_\_ / \_\_\_\_ / 20\_\_

Approved by the Board of JSC "Rietumu Banka" on April 27, 2012, Minutes No.16

If you have a claim or a complaint about the opening and maintenance of your Financial Instruments Account or the provision of investment services under JSC "Rietumu Banka" (hereinafter referred to as the "Bank") General Conditions of the Opening and Maintenance of Financial Instruments Account, you can submit your complaints to the Bank as follows:

- **Orally:** by calling to the Customer's forms review group +371 67025552 (from 9:00 till 18:00);
- **In person:** in central or representative office of JSC "Rietumu Banka";
- **Via the Internet:** by completing the complaints/feedback form on the Bank's website;
- **By e-mail:** Complaint@rietumu.lv;
- **Via remote banking systems:** Internetbank or HomeBanking;
- **By mail:** in written form to the address: JSC "Rietumu Banka", Customer's forms review group, 7 Vesetas Street, Riga, LV-1013, Latvia;
- **By fax:** +371 67 025 588.

In order to enable us to consider your complaint as quickly as possible please include the following information:

- First name, Surname/ Company name;
- Financial Instruments Account number;
- The nature of your complaint or claim;
- Copies of relevant documents (if necessary);
- The preferred way of getting our response.

Claims and complaints submitted orally (by phone or in person) to the Bank are considered within 24 hours.

Procedure of consideration of claims and complaints, submitted in written form, may take up to 5 working days from the day of their registration in the Bank.

In case a deeper analysis of a certain issue and the preparation of an appropriate answer is necessary, the period of consideration of a claim or a complaint may be prolonged for up to 15 working days.

Client \_\_\_\_\_  
(represented by: name, surname) (signature, seal)

Rietumu ID \_\_\_\_\_ Test Key \_\_\_\_\_