

FUNDSTR UAB**PROCEDURE FOR SETTLEMENT OF DISPUTES AND COMPLAINTS****Updated on 10th August 2023**

- 1.1. The disputes between you and us shall be solved through negotiations.
- 1.2. In case if the dispute cannot be solved through negotiations, the you can submit a complaint by post or e-mail, specifying your name, contact details, relevant information, which would indicate why you reasonably believe that we violated the your legal rights and interests while providing our Services. You can add other available evidence that justifies the need for such a complaint. If you would like to submit a formal complaint, you shall send the email to info@fundstr.com
- 1.3. Upon receipt of a complaint from you, we confirm receipt of the complaint and indicate the time limit within which the reply will be submitted. In each case, the deadline for submitting a reply may vary as it directly depends on the extent and complexity of the complaint filed, but we will make the maximum effort to provide the response to you within the shortest possible time, but not later than 15 (fifteen) Business days. If you would like to contact us about a concern relating to these General Terms and Conditions, you may call on +370 5 214 0514 (note: telephone network charges will apply), or contact us via in-app support or email info@fundstr.com. We will inform you if exceptional circumstances arise, if the answer cannot be given within 15 (fifteen) Business days for reasons beyond of our control, clearly indicating the reason and specifying the deadline, in which case it may take up to 35 (thirty five) Business days to address your complaint. All your complaints will be examined free of charges, and all our answers will be provided in paper version or any other Durable medium, in which we are able to provide such information, in a detailed, reasoned and documented manner.
- 1.4. In case the Client is the Consumer and considers that his/her complaint was solved not right, the Client has the right to complain directly to the Bank of Lithuania for dispute examination not in a judicial proceeding as we are electronic money institution established and licensed in Lithuania. The complaint to the Bank of Lithuania may be submitted by following:
 - 1.4.1. via the electronic dispute settlement facility E-Government Gateway;
 - 1.4.2. by completing a Consumer application form which may be found in the website of the Bank of Lithuania and by sending it to the Financial Market Supervision Service of the Bank of Lithuania, Žalgirio g. 90, 09303 Vilnius, Lithuania or by email info@lb.lt
 - 1.4.3. by filling out a free-form application and sending it to Financial Market Supervision Service of the Bank of Lithuania Žalgirio g. 90, 09303 Vilnius, Lithuania or by e-mail – info@lb.lt
- 1.5. More information about the procedure of submitting the compliant to the Bank of Lithuania may be in the website of the Bank of Lithuania.



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- 1.6. The Customer (who is the Consumer) who have a place of residence in other European Union or European Economic Area Member States are also able to submit their claim to the relevant local authority in their place of residence.
- 1.7. If you would like to contact us for any other reason connected to these terms and conditions than described above, the Customer may contact us via in-app support or email us at info@fundstr.com
- 1.8. In case the Client is the Consumer or not, private individual or legal entity, and considers that we have broken legal act related with financial market regulation, the Client has the right to complain directly to the Bank of Lithuania as we are electronic money institution established and licensed in Lithuania. The complaint to the Bank of Lithuania may be submitted by following:
 - 1.8.1. by filling out a free-form complaint and sending it to the Bank of Lithuania Totorių g. 4, 01121 Vilnius, Lithuania or by e-mail – info@lb.lt
 - 1.8.2. by filling out a free-form complaint and sending it to Financial Market Supervision Service of the Bank of Lithuania Žalgirio g. 90, 09303 Vilnius, Lithuania or by e-mail – info@lb.lt



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