

A PRIMA LIQUIDATOR
FELSZÁMOLÓ ÉS VAGYONKEZELŐ KFT.

Complaints Handling Policy

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Complaints Handling Policy

1. Purpose of the policy

This policy regulates the handling, investigation and solving of the notifications and complaints received from the clients of PRIMA LIQUIDATOR Felszámoló és Vagyonkezelő Kft., located at H-1055 Budapest Szent István körút 13. I. em. 4/A., (hereinafter: PRIMA LIQUIDATOR Kft.) The purpose of the policy is also to establish the tasks, competencies and procedures related to the administration of complaints within the liquidation organisation.

2. Scope of the policy

The scope of the policy extends to the members of PRIMA LIQUIDATOR Kft., its employees, and also to those acting for the benefit of the company on a case by case basis or in accordance with a civil law agreement, and furthermore, to the handling, processing and responding to the complaint submitted by the Client within PRIMA LIQUIDATOR Kft.

Applicable regulatory environment

Act XLIX of 1991 on Bankruptcy Proceedings and Liquidation Proceedings,
Act V of 2006 on Public Company Information, Company Registration and Winding-up Proceedings,
Gov. Decree 114/2006 (V. 12.) on the List of Liquidators,
the Fundamental Rules, the Organisational and Operational Regulations and the Code of Ethics of the Hungarian Association of Insolvency Practitioners

3. Definitions

Complaint: any notification from one or more clients regarding any personally suffered infringement or injury, made verbally or in writing, against any organisational unit or employee of PRIMA LIQUIDATOR Kft., or the personal or general proceeding or behaviour of any person acting for the benefit of the company on the basis of an occasional or permanent civil law agreement.

The following are not considered complaints: general information, request for an opinion; and any 'objection' the rules and cases for the submission of which are set out in Act XLIX of 1991 on Bankruptcy Proceedings and Liquidation Proceedings, and Act V of 2006 on Public Company Information, Company Registration and Winding-up Proceedings.

Complaints coordinator: the person appointed by PRIMA LIQUIDATOR Kft. to receive and organise customer complaints, who is the person appointed for this task at the head office of the Liquidator.

Client: Any natural person, legal or unincorporated entity directly or indirectly related to the activities of PRIMA LIQUIDATOR Kft

4. Complaint handling

Reporting a complaint

PRIMA LIQUIDATOR Kft. accepts the reporting of complaints **in writing**. PRIMA LIQUIDATOR Kft. accepts and treats all letters, faxes and e-mails with the content that meet the above definition of a Complaint and the person reporting the complaint is known and identifiable. Complaints are handled by the Complaints Coordinator. All complaints received must be forwarded to him after registration. Should the Complaints Coordinator not be able to attend his duties, all staff members are required to file or receive the complaint in an appropriate manner, taking into account the following.

Oral complaint

Personally: at the registered office of PRIMA LIQUIDATOR Kft., primarily the Complaints Coordinator or the employee related to the Client shall record the complaint in writing on a form (Annex 1 report / complaint form) and sign the completed form with the complaining Client.

By phone:

The Complaints Coordinator will receive the complaint, complete the form, and draw the Complainant's attention to submitting his complaint in writing. The telephone call of any complainant contacting any branches other than the head office should be redirected, if possible, so that the complaint can be recorded primarily by the Complaints Coordinator.

PRIMA LIQUIDATOR Kft. deals with verbally reporting a complaint in the same way as with any complaint submitted in writing, but it must be proven that the report / complaint form was signed with the client or his representative.

The complaining Client may also act through a proxy. If the Client acts through a proxy, the power of attorney shall be in accordance with Act CXXX of 2016 on the code of civil procedure.

Complaints are typically received on weekdays between 8am and 4pm.

5. Investigation of complaints

The Code of Practice is set out in Section 2 of the Policy as a flowchart.

The received complaint is registered by the Complaints Coordinator, then handed over to the competent person within PRIMA LIQUIDATOR Kft. for investigation.

The competent staff member shall draw up a report of the investigation, including the justification, the solution proposed and the decision on the substance, which shall be forwarded to the Complaints Coordinator, who, depending on the substance, shall conclude it as:

a) legitimate: he examines the possibility of taking action in terms of the proposed solution. Recommends the necessary measures to the management to the solution. The management decides whether the measure is feasible and whether the complaint can be remedied.

If so, the measure will be implemented and the complaining customer will be informed.

If the problem is *not resolved by the proposed action and there is no room for improvement*, the management may decide to compensate the complaining customer, or inform him of the unfolded situation without compensation.

b) not legitimate: the rejection of the complaint is presented to the management together with the reasons. Management shall decide whether or not the complaint is legitimate: if they nevertheless deem it *legitimate*, then they shall proceed in accordance with Section a); if they *do not consider it legitimate*, PRIMA LIQUIDATOR Kft rejects the complaint and sends a rejection letter to the complaining customer.

The response to the complainant should always include a question on customer satisfaction.

The investigation of the complaint is free of charge, therefore no separate fee can be charged. The complaint will be investigated taking into account all relevant circumstances.

A reasoned opinion on the complaint must be sent to the complaining Client within 30 calendar days of the complaint.

6. Complaints record

The Complaints Coordinator must keep a record of the complaints and the measures taken to settle and resolve them.

The record contains:

- the document number, the complaint case number,
- the method and date of submitting the complaint;
- a description of the complaint, an indication of the event or fact which is the subject of the complaint;
- a description of the measure intended to settle or resolve the complaint; in the event of rejection, the reason therefor, the response and the date of dispatch;
- the deadline for completing the action and the name of the person responsible for implementation;
- the date of response to the complaint.

The complaint record, the completed forms in connection with the customer complaint and the response to it must be kept for 3 years.

7. Miscellaneous

The management of PRIMA LIQUIDATOR Kft. is informed by the Complaints Coordinator at least every six months about the details and practical experience obtained when taking action in terms of the complaint, and about customer satisfaction.

The Policy must be posted at the head office of PRIMA LIQUIDATOR Kft.

This policy is effective from 15 June 2020.

Responsible person for the policy:



Beáta Dr. Vincze
Managing director

REPORT / COMPLAINT FORM

Client Name:.....

Adress :

Mother name:

Phone: e-mail:

Represented company:.....

Case no.:.....document no.:.....

Date of notification / complaint:(year).....(month).....(day).....(hour, min.)

Nature of notification / complaint:

- Professional:
 - liquidation
 - winding up
 - insolvency
 - property settlement
 - debt consolidation
- Registration, administration proceeding
- Other

Content of the notification / complaint:.....

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Description of immediate action (if necessary):.....

Client's (or his representative's) signature:.....

Report / Complaint received by:..... Signature.....

Complaints coordinator's confirmation of receipt:(year).....(month).....(day).....(hour, min.)

