

Complaints Handling and Dispute Policy

We have established and implemented an effective and transparent procedure for the reasonable and prompt handling of complaints and grievances received from Users.

1. Submitting Your Complaint

To submit your complaint, you are kindly requested to provide us with as much information as possible in relation to your complaint and you are encouraged to submit it in any of the following ways:

a) By sending by post or delivering in person at the following address: Lermontovova 911/3, 81105 Bratislava - Stare Mesto, Slovakia

b) By sending it at the following email address: complaints@transporea.com

2. Acknowledging your Complaint

We will acknowledge receipt of your complaint within five (5) business days from the day we received your complaint. The Company will provide you with a unique reference number of your complaint. The unique reference number should be used in all your future communication with the Company and/or other relevant authorities regarding the specific complaint.

3. Handling of your Complaint

Once acknowledged, we will review the complaint carefully, investigate the circumstances surrounding your complaint and will try to resolve it without undue delay.

We shall make every effort to investigate your complaint and provide you with the outcome of our investigation within two (2) months from the date you have submitted your complaint to Us. During the investigation process we will keep you updated of the handling process of your complaint. One of our officers may contact you directly (including communication by email or phone) in order to obtain further clarifications and information related to your complaint. We will require your full cooperation in order to expedite the investigation and possible resolution of your complaint.

In the event that your complaint requires further investigation, and we cannot resolve it within two (2) months, we will issue a holding response in writing or in another durable medium. When a holding response is sent, it will indicate the causes of the delay and when the Company's investigation is likely to be completed. In any event, we shall provide you with the outcome of our investigation no later

than one (1) month from the issuing of the holding response, depending on the complexity of the case and your cooperation.

In case you do not wish to co-operate with the Company as regards the investigation of your complaint, e.g., you do not provide any required data/ information in a reasonable period stated by the Company from the date of the submission of the Company's relevant request, please note that the Company shall consider your complaint as closed and cease the relevant investigation.

4. Final Decision

You will be informed on the Company's final decision in respect to your complaint and you will receive an explanation of the outcome together with an explanation of our position and any remedy measures we intend to take (if applicable).

If you are not satisfied with the Company's final decision you may submit your complaint to the relevant authorities of Slovakia and seek mediation.

It is understood that your right to take legal action remains unaffected by the existence or use of any complaint's procedures referred to above.