

## Complaint Procedure

It is very important to identify the roots of your dissatisfaction and complaints in order to continuously improve the services that we provide. Your opinion does matter!

What does a complaint mean?

A complaint is the expression of dissatisfaction or discontent as regards the quality of the products and services supplied, the procedures, rates and charges applied or employee behaviour for which you expect, explicitly or implicitly, an answer or a resolution.

Complaints may be filed as follows:

In writing:

- e-mail address for our customers [infoclient@unicreditleasing.ro](mailto:infoclient@unicreditleasing.ro)
- fax: 021.200.77.87
- by mail, at the address: Strada Nicolae Caramfil, Nr.25, Sector 1, Cod postal 01414, Bucuresti.

Verbally:

- by calling 021.200.77.77
- at our head office headquartered in: Strada Nicolae Caramfil, Nr.25, Sector 1, Cod postal 01414, Bucuresti.

**The answer** to your complaint will be formulated in writing and sent to you within maximum **30 calendar days** as of complaint registration with UniCredit Leasing. In special cases, depending on the nature and complexity of the aspects referred to in the complaint, the maximum settlement period may be extended to 45 calendar days as of document registration in our internal records.

Thank you!