

Perfect Sunday, UAB Customer Complaint Handling Policy

1. GENERAL PROVISIONS

- 1.1. The purpose of the Customer Complaint Handling Policy (hereinafter referred to as "the Policy") of Perfect Sunday, UAB (hereinafter referred to as "the Company") is to establish consistent requirements that both the Company's customers and the Company must adhere to when submitting, registering, and accepting Complaints (hereinafter referred to as "Complaints") regarding the services provided by the Company and/or agreements concluded with Clients. The Policy also governs the decision-making process on Complaints and the provision of information to Clients related to Complaint resolution.
- 1.2. The Policy is designed to ensure compliance with regulatory requirements set forth by:
 - 1.2.1. Regulation (EU) 2020/1503 of the European Parliament and of the Council of 7 October 2020 on European crowdfunding service providers for business, and amending Regulation (EU) 2017/1129 and Directive (EU) 2019/1937 (hereinafter referred to as "the Crowdfunding Regulation").
 - 1.2.2. Commission Delegated Regulation (EU) 2022/2117 of 13 July 2022 supplementing Regulation (EU) 2020/1503 of the European Parliament and of the Council with regard to regulatory technical standards specifying the requirements, standard formats and procedures for Complaint handling.
- 1.3. The Company's activities are grounded in principles of cooperation with Clients and conflict resolution through compromise. In cases of disagreements, conflicts, or concerns regarding the provided or intended Crowdfunding services, the Company is committed to making every possible effort to address and resolve the situation, even before the submission of a Complaint, upon receiving any form or volume of information indicating Customer dissatisfaction with Crowdfunding services. If resolution through consultation with the Client is not feasible, the Client will be informed of their right to file a Complaint, which will be reviewed and a decision reached in accordance with the procedure outlined in this Policy.

2. DEFINITIONS

- 2.1. The terms used in this Policy are defined as follows:

'Company'	The Company administering the Platform and providing Crowdfunding services through the Platform is Perfect Sunday, UAB.
'Investor'	An Investor refers to a natural or legal person who grants loans or acquires transferable securities or admitted

	instruments for crowdfunding purposes through the Platform.
'Client'	The Client encompasses future or existing Investors or Project owners to whom the Company provides or intends to provide Crowdfunding services.
'Platform'	The Platform is an online information system accessible at www.bemybond.com , where Crowdfunding services are provided. It is administered by the Company.
'Project owner'	The Project owner is a legal entity seeking funding through the Platform.
'Complaint'	A Complaint is a written claim that the Client submits to the Company regarding the Crowdfunding services provided.
'Crowdfunding services'	Crowdfunding services are services provided to Investors and Project owners through the Platform, including the facilitation of granting of loans, the placing without a firm commitment basis of issued transferable securities and admitted instruments for crowdfunding purposes, and the reception and transmission of Client orders, related to these specified transferable securities and instruments used for crowdfunding purposes, as defined in Article 2, Paragraph 1, Subparagraph a) of the Crowdfunding Regulation.

3. COMPLAINT FORM, CONTENT, AND SUBMISSION REQUIREMENTS

- 3.1. When there is reason to believe that the rights or legitimate interests of the Client have been infringed during the provision of Crowdfunding services, the Client must submit a written Complaint to the Company, specifying the essential circumstances of the dispute, their assessment (if desired), and clearly articulating their demands to the Company.
- 3.2. The Client may submit a Complaint in Lithuanian or English using a standard form (Appendix No. 1). Only Complaints submitted using the standard form will be accepted and examined. Complaints submitted in another format will be examined only if they contain all the information specified in the standard form and meet all other content and submission requirements as outlined in this Policy.
- 3.3. Information provided in the Complaint must be complete, accurate, and supported by relevant documents. The person filing the Complaint must include all documents within their possession related to the issue stated in the Complaint.
- 3.4. The Complaint must distinctly outline the nature of the alleged violation of the Client's rights, any associated damages (if applicable), and the Client's requests to the Company.
- 3.5. The Complaint must be signed by the Client (if an individual) or by their ECO or another authorized representative (if a legal entity). The signature should include the Client's name, legal entity code, registered office address, telephone number, and email address.
- 3.6. A Complaint may also be submitted through a representative or an authorized person,

whose powers must be confirmed according to the procedures established by the laws of the Republic of Lithuania. If a Complaint is submitted by a representative, the representative's name, surname, address, phone number, and email address must be specified in the Complaint.

- 3.7. Complaints may be submitted in the following ways:
 - 3.7.1. By submitting the completed standard Complaint form (Annex No 1) via email to info@bemybond.com.
 - 3.7.2. By delivering the paper version of the completed standard Complaint form to an employee at the Company's headquarters or by sending it by registered mail to the following address: A. Goštauto str. 40B, LT-03163 Vilnius.
- 3.8. To ensure the timely handling of Complaints and prompt notification to Clients, the Company recommends submitting Complaints and relevant information electronically in accordance with the guidelines outlined in section 3.7.1.

4. RECEIVING, INVESTIGATING, AND RESOLVING COMPLAINTS

- 4.1. The Company maintains a record of received Complaints. Complaints that meet the requirements outlined in this Policy are registered in the Complaints Registration Log. The Company's employee responsible for registering the Complaint forwards it to the designated employee within the Company on the same day. The format of the Complaints Registration Log is determined by Annex No 2.
- 4.2. After receiving a Complaint, the designated Company employee checks its compliance with the Policy's requirements and, no later than within 10 working days from the receipt of the Complaint, confirms the receipt of the Complaint to the Client in writing. This confirmation is sent using the same method as the Complaint was submitted. The confirmation to the Client should include the following information
 - 4.2.1. Contact details of the employee responsible for handling the Complaint (phone number and email address).
 - 4.2.2. The timeframe within which the Complaint will be examined, and a decision will be reached, with a clear notification to the Client that this timeframe is subject to extension, and the Client may receive additional notification if such an extension occurs.
- 4.3. If a Complaint received by the Company substantially fails to meet the Policy's requirements (e.g., the Complaint is anonymous, not submitted by the Client, not related to Crowdfunding services provided by the Company, contains inaccurate contact details, and there is no ability to contact the person who submitted the Complaint), the Company will decline its acceptance and examination.
- 4.4. In situations where the Complaint does not align with the Policy's requirements but has correctable issues, the Company reserves the right to request the Client to rectify the deficiencies within the submitted Complaint. This may involve specifying the nature of the Complaint, providing the necessary documents or data essential for assessing the Complaint, and setting a reasonable deadline for addressing these issues. This deadline shall not be less than 5 working days. In such cases, the communication directed to the Client must clearly specify the required clarifications, documents, or data that the Client needs to submit to the Company. If the Client rectifies these shortcomings within the stipulated timeframe, the Complaint will be

considered to have been properly submitted on the day when the deficiencies in the Complaint were resolved, i.e., on the date of submission of the revised Complaint or the requested data and/or documents.

- 4.5. If a submitted Complaint does not meet the Policy's requirements, and the Client or their representative has not addressed the Complaint's deficiencies within the timeframe set by the Company, the Company will not examine the Complaint and will return it to the person who submitted it. This does not prevent the Client from reapplying to the Company after addressing the identified deficiencies.
- 4.6. The Company ensures that during the Complaint's examination, all related documents and data will be collected and evaluated, and communication with the Client will be clear and understandable. At the Client's request, they will be provided an opportunity to provide additional explanations, evidence, or other relevant information that may be essential for a comprehensive review of the Complaint.
- 4.7. The Company conducts an examination of the Complaint and is required to provide a response to the Client within 30 calendar days. The timeframe for Complaint examination begins on the date of the Complaint's receipt or the date of rectification of the Complaint's deficiencies.
- 4.8. In exceptional cases where, for reasons deemed significant by the Company, a decision on the Complaint cannot be reached within the timeframe specified in section 4.7 of this Policy, the Company will notify the Client in writing. The notification will clearly state the reasons why a decision on the Complaint cannot be reached within the designated timeframe and will provide a new deadline for delivering the final decision to the Client. In any case, the new deadline for providing the final decision must not exceed 2 months from the proper submission of the Complaint.
- 4.9. After examining the Complaint, a decision is reached that classifies the Complaint as one of the following:
 - 4.9.1. Fully Satisfactory.
 - 4.9.2. Partially Satisfactory.
 - 4.9.3. Rejected as Unfounded.
- 4.10. The decision on the Complaint includes detailed reasoning and addresses all Client demands and requests. In cases where the Complaint is fully satisfactory, the reasons for the decision may be abbreviated.
- 4.11. If the Company fully or partially agrees with the Client's Complaint and demands, the response to the Client's Complaint will specify:
 - 4.11.1. In what amount, by what means, and within what timeframe does the Company offer to compensate the losses incurred by the Client as a result of the Company's actions.
 - 4.11.2. Conditions under which the Company agrees to fulfill the Client's other requirements.
 - 4.11.3. How the Client can pursue their rights for the part of the Complaint where the Company did not agree to meet the Client's demands.
- 4.12. The decision on the Complaint must be based on the Company's prior experience with similar Complaints, ensuring consistency in decision-making. However, the Company has the discretion to deviate from its established practice if there is an objective basis for doing so. In such cases, any departure from previous practice must be fully and clearly justified.

- 4.13. The decision on the investigated Complaint is registered in the Complaints Registration Log and sent to the person who filed the Complaint using the same method as the Complaint was received. If the Company has the Client's email address, the decision will also be sent to the email address, in addition to any other form of submission.
- 4.14. The Company reserves the right to reject the examination of a Complaint:
 - 4.14.1. If the Complaint is being examined by another institution or court with jurisdiction over the same matter and on the same basis. In such cases, the Client will be informed in writing of the refusal to examine the Complaint, along with the reason for the refusal, within 10 working days from the Complaint's receipt.
 - 4.14.2. If the Company or another complaint-handling institution has already made a decision, or if there is a court decision, ruling, or order that has entered into force concerning the same matter and on the same basis.
 - 4.14.3. If the Complaint is related to activities for which the Company is not responsible, the Company will respond in writing to the Client, explaining the reasons for refusing to accept and examine the Complaint, and, if possible, suggesting another financial market participant or institution responsible for examining the Complaint.
- 4.15. Upon written request, the Company will provide the Client with all information related to the Complaint investigation for review.

5. FINAL PROVISIONS

- 5.1. If the Client is dissatisfied with the Company's decision after the Complaint's examination, the Client has the right to contact the Financial Services and Markets Supervision Department of the Bank of Lithuania (address: Totorių str. 4, LT-01121 Vilnius; website: www.lb.lt, email: prieziura@lb.lt) following the procedure established by the Law on the Bank of Lithuania of the Republic of Lithuania. The Client also has the right to defend their potentially violated interests by applying to the court in accordance with the procedures established by the laws of the Republic of Lithuania.
- 5.2. The CEO of the Company ensures that the employee responsible for handling Complaints is well-versed in the Company's Complaints handling practices and ensures that subsequent decisions align with these practices or are adjusted only as allowed by the legal acts specified in section 1.2 of this Policy.
- 5.3. This Policy and other relevant information regarding Complaint handling are available to Clients on the Platform at www.bemybond.com.
- 5.4. The Company retains all Complaints submitted by Clients, materials related to their examination, decisions, and Client responses for a minimum of 3 years from the date of submission of the final response to the Client.
- 5.5. All Company employees are required to provide a signed acknowledgment of their understanding of this Policy and its subsequent updates, and are required to adhere to it strictly.
- 5.6. The Company's CEO or an employee appointed by the CEO is responsible for periodically reviewing and updating this Policy. The Policy is reviewed and, if necessary, updated at least once a year.

COMPLAINT

SUBMISSION OF A COMPLAINT (Perfect Sunday, UAB)

1. Personal data of the complainant

LAST NAME / LEGAL ENTITY NAME	FIRST NAME	PERSONAL CODE / LEGAL ENTITY CODE

ADDRESS OF RESIDENCE / REGISTERED OFFICE	PHONE NUMBER	EMAIL ADDRESS

2. Personal data of the legal representative (if applicable) (a power of attorney or other official document as proof of the appointment of the representative must be attached)

LAST NAME / LEGAL ENTITY NAME	FIRST NAME	PERSONAL CODE / LEGAL ENTITY CODE

Note: If a legal entity is represented by someone other than the CEO, please provide a power of attorney or other official document as proof of the appointment of the representative.

3. Information about the Complaint

3.a. ID of the loan or other investment instrument, agreement number for which the Complaint is submitted

3.b. Description of the Complaint's subject-matter (please provide all information, documents, and other evidence related to the Complaint)

3.c. Date(s) of the facts that have generated the Complaint

3.d. Description of damage, loss or detriment caused (where relevant)

3.e. Other comments or relevant information (where relevant)

Signature: ___

Signature: ___

List of attached documents:

1. Power of attorney or other relevant document;
2. Copies of the service agreement and related documents;
3. Copies of other documents.

COMPLAINTS REGISTRATION LOG

No	Complainant's name, surname / name, address	Date and method of Complaint receipt	Description of the Complaint's subject-matter	Services or products subject to Complaint, their types	Response date to the complainant (including interim responses)	Final result of Complaint handling (including refusal to investigate the Complaint)