

Dear Customer,

In accordance with Regulation no. 9/2015 issued by the Financial Supervisory Authority (ASF) relating to the settlement of complaints concerning the activity on the capital market entities regulated and supervised by ASF, including alternative investment funds, **the petition** is the request, complaint or referral that bring to entity's information deeds that affect the rights or interests of the complainant (the individual or juridical person, client/investor of the entity) and by which express his dissatisfaction with the investment services and activities provided by the entity.

You can file a petition **in writing** and check its status in the following ways (without a limiting sense):

- at any of the BRD's branches;
- on institutional website www.brd.ro, **Contact Us** section;
- by e-mail **MyBRDContact@brd.ro**;
- by post to the address Bd. Ion Mihalache 1-7, sector 1, București.

Regardless of the method of receipt, these petitions are registered in the Unique Register for Petitions for the capital market activity.

Petitions must contain information as comprehensive as possible regarding the service/work performed and its object, your personal data, stating your full name, CNP/CUI, address, telephone number, in order to be identified in the database, contact address to which you will receive a written reply. After receiving the petition, you will receive a written address to confirm its registration.

The final answer will be also in written, within 30 days from petition registration and where is necessary to conduct supplementary research, you will receive an address where you will be notified on the causes of the delay and the maximum duration that you'll receive a final answer (this new term will not exceed more than 15 days the 30 days from registration). If the solution communicated does not entirely response to your request, you can use amicable settlements provided by legislation (mediation, conciliation, arbitration) or you can ask the competent bodies and authorities, where appropriate:

- Arbitration Chamber of Bucharest Stock Exchange - for customers who have included this method of resolving disputes within contract of investment/other documents with contract value signed with BRD;
- Financial Supervisory Authority;
- National Authority for Consumer Protection;
- The competent courts to settle disputes.

Thank you.