

CONSUMER COMPLAINTS PROCEDURE OF ESTO LV AS

I. Grounds for preparation

1. The purpose of the Consumer Complaints Procedure is to ensure that customer suggestions and complaints submitted to the Company are processed as quickly as possible. Where possible, the Consumer and the Company shall resolve all disputes by mutual agreement. The Company's obligation to the Customer is to ensure that a customer service department is in place to deal with Consumer complaints and to provide the necessary information free of charge to Consumers.
2. Complaints handling procedure has been developed and implemented to increase customer satisfaction and improve customer service.
3. All company staff involved in the complaints and suggestions process must respect confidentiality requirements.

II. Internal procedures for handling consumer complaints

1. Depending on the form of the customer complaint submitted to the Company (by e-mail, by telephone, by post, on site), it shall be dealt with in accordance with the established procedures. The Consumer's complaint, prepared in accordance with the Company's instructions, together with the attached documents, shall be entered by the Company's employees into the system, from where it shall be forwarded to the management who shall have the final responsibility for dealing with the Consumer's complaint.
2. Upon receipt of the complaint by the Company, the Consumer shall be promptly informed of the estimated time (not exceeding 15 working days) for the complaint to be dealt with and where, how, and when the Company will send the Consumer a reply.
3. The Company prefers to respond to Consumer complaints by e-mail, but if the Consumer has indicated another preferred method of communication, the Consumer will be responded to in the manner indicated - orally by telephone, in writing by post or by e-mail.
 - 3.1. E-mail Consumer's complaints (including email correspondence, written complaint, documents) are entered into the system by the Company's employees into the relevant Consumer's profile and then handled and decided by the Company's management.
 - 3.2. The telephone complaint handling procedure involves a recorded conversation between the Consumer and a member of the Company's staff, which is then downloaded by the Company's staff into the Consumer's profile and then handled and decided by the Company's management. If necessary, the Consumer will be asked to send additional documents and the complaint in writing to the Company's common email address info@esto.lv
 - 3.3. The procedure for handling complaints submitted by post is that the complaint sent by the Consumer (together with the attached documents) is scanned by the Company's employees into a computer and then uploaded into the system under the relevant Consumer's profile, and then handled and decided by the Company's management.
 - 3.4. The on-site complaint procedure provides that the Consumer is offered the opportunity to write a complaint in free text, if necessary, accompanied by documents that the Consumer has brought with him. The complaint written by the Consumer (together with the attached documents) is scanned by the Company's staff into a computer and then uploaded into the system under the relevant Consumer's profile and is then handled and decided by the Company's management. If necessary, the Consumer will be asked to send additional documents to the Company's common email address info@esto.lv

4. Upon receipt of the information, the Consumer will be informed by email (unless the Consumer has chosen another method of communication) that the complaint has been received and is being investigated and, if further information or documents are required, the Consumer will be asked to send them to the Company's general email address info@esto.lv.
5. The time limit for processing a complaint is normally 15 working days. If the nature of the complaint is more complex or if for any reason further analysis is required, the Company is allowed to extend the time limit by a reasonable period and inform the Consumer by e-mail (or by the method of communication chosen by the Consumer).
6. The Company's main objective is to find the most optimal solution for the Consumer in cooperation with the Consumer and to resolve any disputes through amicable negotiations.
7. If the dispute cannot be resolved by negotiation, Company will inform the Consumer that they have the right to refer the matter to the PTAC (including the Consumer Dispute Resolution Commission) or the relevant supervisory authority or court to protect their rights or resolve the complaint. The contact details of the authorities conducting the pre-litigation review are published in the last section of the Procedure.

III. Filing Complaints

8. The complaint may be submitted to the Company on site (address: Gustava Zemgala gatve 74, Riga, Latvia, LV1039); by post (postal address: Gustava Zemgala gatve 74, Riga, Latvia, LV1039); by e-mail (e-mail address: info@esto.lv) or by telephone (telephone number: +371 66222250).
9. In the complaint, the customer shall provide his/her name, personal identification number or date of birth, contact address, e-mail address, telephone number and the date of the complaint. The customer must describe as precisely as possible the cause of his/her dissatisfaction and, if necessary, attach documents to explain the complaint.

IV. Complaints Handling

10. The Company shall investigate complaints without delay. During the investigation, additional information and the circumstances of the complaint should be ascertained, statements from the relevant employees of the Company obtained and, if necessary, the complainant contacted. The Company shall inquire into the circumstances of the complaint in as much detail as is necessary to determine the nature of the problem and to resolve it.
11. If necessary, the Company will request the complainant to provide additional data necessary for the investigation of the complaint.

V. Responding to complaints

12. The Company shall investigate the complaint as soon as possible and inform the complainant of the possible solution as soon as possible, but no later than 15 working days after receipt of the complaint. If the complaint cannot be dealt with within this time limit, the Company shall inform the complainant of the reasons for the extension of the time limit and indicate a later deadline for a reply.
13. The Company shall respond to the complaint in the same way it was made (for example, orally to questions asked orally or by telephone; by e-mail to the e-mail address provided in the complaint if the complaint was sent by e-mail).

14. If the allegations set out in the complaint are substantiated, the Company shall promptly restore the violated rights of the complainant or offer the complainant an alternative solution. If the allegations in the complaint are unfounded, the Company shall reject the complaint.
15. If the Company decides to reject the complaint, it shall provide a clear and understandable explanation thereof.

VI. Supervisory authorities, pre-trial authorities, court

16. If the dispute cannot be resolved by negotiation, the Consumer shall have the right to seek legal redress in court or at the Consumer Rights Protection Centre to defend his/her rights. Contact details of the pre-trial and supervisory authorities are given below (the list may not be exhaustive). The court hearing the dispute shall be the Company's court of jurisdiction, unless otherwise agreed by the parties or provided for by law.

Consumer Rights Protection Centre

Brīvības street 55, Riga, Latvia, LV-1010, www.ptac.gov.lv, phone +37166222250, e-mail: pasts@ptac.gov.lv.

The consumer may also apply to the Consumer Dispute Resolution Commission. Submissions to the Consumer Dispute Resolution Commission must be made in the "For consumers" section of PTAC.

State Data Inspectorate

17 Elijas Street, Riga, Latvia, LV-1050, www.dvi.gov.lv, tel. 67223131, e-mail: pasts@dvi.gov.lv.

17. In case of questions about the complaint's procedure, the handling of a complaint or a complaint that has been handled, please contact ESTO LV AS using our contact details.