

## CLAIMS & COMPLAINTS PROCEDURE

**Investment service Provider<sup>1</sup>** is **LYNX B.V., Branch CZ** (hereinafter „**LYNX B.V.**“), ID no.: 02451778, Address: Václavské náměstí 776/10, Nove Mesto, 110 00 Praha 1, legal form: Branch, file no. A 76398 registered via Municipal court in Prague.

**Claims & Complaints procedure describes a communication way between** customer (hereinafter „**Client**“) and **LYNX B.V.** in cases, the Client sends LYNX B.V. a claim or a complaint. The purpose of this document is to determine in particular:

- the content of the claim and the complaint, cumulatively identified in the text as "**Submission**",
- procedures related to their administration, and
- the conditions of the solution.

Used terms in Claims & Complaints procedure LYNX B.V.

- **The claim** the Client submits, when he/she thinks that LYNX B.V. acts in non-compliance with the contractual arrangements, or with the law.
- **The complaint** is against e.g. the content and form of provided information, or to the behavior of employees of LYNX B.V.
- **The Client** means the person that LYNX B.V. provides its investment services, products. This incl. the account holder, customer<sup>2</sup>, account co-owner, any joint holder, agent, attorney, legal guardian, guardian, etc.
- **The Czech National Bank** means the supervisory authority (hereinafter „**CNB**“).

### I. Content, Submissions details and Way of communication

LYNX B.V. requires the information provided below.

Client identification, i.e.

- name, surname and date of birth, social security number (e.g. Birth ID no.), address – in case, Client is a natural person,
- name/Business company, IČO and registered office, contact address – in case, Client is a legal entity.

Other required information is:

- contact phone or e-mail details for advanced questions,
- investment account number,

Specification and subject of Submission:

- a description, incl. documentation and other relevant data (e.g. confirmation of the investment order, etc.),
- other requirements related to the specific product or service.

LYNX B.V. is entitled to ask the Client to complete the Submission. If the Client does not provide necessary cooperation within the deadline, the complaint or the claim will be processed with previously delivered documents and data. The Client may use for communication one of the following ways:

- via email: [reklamace@lynxbroker.cz](mailto:reklamace@lynxbroker.cz)
- via post to the registered office LYNX B.V.: Václavské náměstí 776/10, Nove Mesto, 110 00 Praha 1, Czechia

<sup>1</sup> LYNX B.V. is regulated by the Czech National Bank and is conducted as "Branch of foreign Investment firm (non-bank)" via the [Lists of regulated and registered financial market entities](#).

<sup>2</sup> The definition is given via § 2 (1) letter a) Act No. 256/2004 Coll., on Capital Markets Undertakings.

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### II. Appeals mechanism

If, the Client is not satisfied with the filing of the Submission, he/she may appeal:

- via email: [reklamace@lynxbroker.cz](mailto:reklamace@lynxbroker.cz)
- via post to the registered office LYNX B.V.: Vaclavske namesti 776/10, Nove Mesto, 110 00 Praha 1, Czechia

The Client, may also contact the Financial arbitrator in case of disputes covered via the scope of Act No. 229/2002 Coll. on the Financial arbitrator, as amended.

**Financial arbitrator's office**, address: Legerova 1581/69, 110 00 Praha 1

Contact details:

+420 257 042 070 (for the public)

+420 257 042 094 (the proceedings parties)

web: <https://www.finarbitr.cz/en/>

The Client may also contact the supervisory authority – **the Czech National Bank**, address: Na Příkopě 28, 115 03 Praha 1, ID no. 48136450

Contact details:

tel.: 224 411 111, fax: 224 412 404

tel.: 800 160 170 (free)

web: [www.cnb.cz](http://www.cnb.cz)

The right to take legal proceedings has not been affected.

### III. Processing deadlines and costs

The Client is obliged to send his/her Submission without any delay after having ascertained the reasons for the claim or complaint, not later than within the deadline set by the relevant contractual arrangements and legal requirements. General processing deadline the filing is **30 days** after the date of delivery to LYNX B.V.

If, it is not possible to settle the Submission for objective reasons due to any impediments within the stipulated deadline, LYNX B.V. informs the Client about it and expected date of processing.

The Client is informed about the processing of the Submission:

- via post to the address of the registered office LYNX B.V.: Vaclavske namesti 776/10, Nove Mesto, 110 00 Praha 1, Czechia
- via email: [reklamace@lynxbroker.cz](mailto:reklamace@lynxbroker.cz)
- via other way, as agreed with the Client.

Hereby, we inform Clients the costs related to the individual Submissions processing - LYNX B.V. bears the costs<sup>3</sup>.

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<sup>3</sup> It means only a reimbursement of the incurred costs related to the standard complaint and claim procedure of LYNX B.V. LYNX B.V. does not provide any legal advisory to the Clients. If, the Client orders any legal advisory from his/her own activity, the Client bears these costs.

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### V. Final provisions

LYNX B.V. protects investors, consumers and data; for further details, please click [here](#). The Claims & Complaints procedure is available via web page LYNX in the section [Documents](#).

Printed version of this document is available in the LYNX B.V. office.

LYNX B.V. reserves the right to take an update of this Claims and complaints procedure.

*Date of effect: May 7, 2019*