

Procedure for evaluation of applications and complaints

The Client has the right to submit a proposal, application or complaint to the Company in the following ways:

Personally	In Company office – Elizabetes Street 3-1, Riga, LV-1010, Latvia
By phone	+371 67 22 20 02
By e-mail	info@aqrm.com
By post	Aquarium Investments, AS IPS Elizabetes Street 3-1, Riga, LV-1010, Latvia

The following information must be indicated in the Client's application (complaint)

- Name, surname of the Client/full name of the legal entity, which allows unambiguous identification of the Client;
- Nature and detailed presentation of the issue to be addressed;
- A list of documents and physically attached copies of documents justifying the situation indicated in the application (complaint);
- Date of submission or sending of the application or complaint;
- If the submitter is a representative of the Client whose right of representation has not been registered in the official databases, a true copy of the notarial power of attorney or a duly drawn up copy shall be appended to the applications (complaint);
- The way in which the reply is received;
- The Client or its representative must sign the application (complaint), if it is submitted in writing form.

Time limit for the evaluation of applications and complaints (disputes)

The Company's employee shall immediately provide an answer to the applications (complaints) received orally (by phone or in person), if there is such an opportunity and the Client or its representative agrees. The evaluation of the application or complaints may take up to 30 (thirty) days from the day of receipt. If a longer period is needed, the Company shall inform the submitter in writing, indicating the reason and justification for the extension of the time line.

The Company does not respond to applications or complaints submitted anonymously (it is not possible to identify the submitter); the text is blatantly offensive or defiant; the text is not legible or comprehensible; the reply has already been given in advance and the applications or complaint does not contain any new factual circumstances.

The Company Clients who are considered consumers within the meaning of the [Consumer Rights Protection Law](#) of the Republic of Latvia are entitled to submit:

- Application and complaints to the Consumer Rights Protection Centre regarding violations of the requirements of this Law and other laws and regulations regarding consumer rights protection, if they are related to the provision of management services;
- Complaints to out-of-court consumer dispute resolution bodies.