

Procedures for Complaint Handling and Dispute Resolution

Complaints about Profitus' services

If you are not satisfied with our services, please contact us so that we could provide a solution to the problem.

If you still feel that we have violated your rights or legitimate interests after our response, you may file a formal complaint with us.

The complaint may be lodged no later than 3 months after the date on which you discovered a potential violation of your rights or legitimate interests.

You can file a complaint with us by:

- E-mail: info@profitus.lt
- By registered mail at Vasario 16-osios g. 2, Vilnius

Please submit your complaint using our standard complaint [Form](#).

If the information provided in the complaint is not sufficient to allow a proper assessment of all the circumstances, we will contact you by the means of communication you choose, which you will specify in the Form, and will ask you for additional information and documentation.

The complaint should be in Lithuanian or English. The response to the complaint will be provided in the language of complaint.

If the complaint is made by your representative, it must be accompanied by an appropriate document confirming representation.

The complaint will be investigated and the response will be submitted within 15 working days of receipt of the complaint. If we are unable to provide a response within the deadline, we will provide you with an interim response, and the final response will be submitted no later than 35 working days from the date of the complaint.

If you are a natural person and your complaint is either unsatisfied or partially satisfied, you have not received a response from us, you may apply to the Bank of Lithuania, which settles disputes between consumers and financial actors in extrajudicial proceedings. You can apply to the Bank of Lithuania within 1 year from the day you contact us. For more information, please refer [here](#).

If you are a legal entity and your complaint is either unsatisfied or partially satisfied, you have not received a response from us, you may directly address the court for the resolution of dispute in accordance with the address of Profitus' head office.

You can also apply for dispute resolution via the European electronic dispute resolution [platform](#).

Your complaint and all accompanying documents will be kept for 3 years from the date of the final response to you in accordance with the provisions of [Privacy Policy](#).

Disputes between parties of financing transaction

If you believe that another party of financing transaction has violated your rights or legitimate interests, you should first contact Profitus with a complaint about such violation.

Under this procedure, you may lodge a complaint about the disputes between the parties of financing transactions that are (and to the extent that they are) directly related to the activities of the operator of

crowd-funding platform and services provided to the parties of financing transaction. This procedure does not apply to other claims, actions, requests for the execution of contractual obligations or provision of information, clarifications, etc. that are submitted to each other by the parties of financing transaction.

A complaint against another party of financing transaction may be filed within 1 month of the date on which you discovered a potential violation of your rights or legitimate interests.

You can file a complaint with us by:

- E-mail: info@profitus.lt
- By registered mail at Vasario 16-osios g. 2, Vilnius

Please submit your complaint using our standard complaint [Form](#).

If the information provided in the complaint is not sufficient to allow a proper assessment of all the circumstances, we will contact you by the means of communication you choose, which you will specify in the Form, and will ask you for additional information and documentation.

The complaint should be in Lithuanian or English. The response to the complaint will be provided in the language of complaint.

If the complaint is made by your representative, it must be accompanied by an appropriate document confirming representation.

We will contact another party of financing transaction due to your complaint and request it to explain the circumstances of your complaint.

After examining all circumstances mentioned in the complaint as well as the circumstances mentioned in the clarification, we will make a proposal to both parties of financing transaction regarding the possible way of resolving the dispute. The proposal submitted by Profitus does not bind any of the parties of the financing transaction and is not mandatory. Parties of financing transaction may execute the proposal submitted of free will and on voluntarily decision.

The submitted complaint will be processed within 40 calendar days from the submission date. If we are unable to provide a response within the deadline, we will provide you with an interim response, and the final response will be submitted no later than 60 days from the date of the complaint.

Profitus is not and will not be held responsible for the proposal submitted if the proposal submitted by Profitus does not comply with the clarifications or decisions of other competent authorities.

Profitus may also take other decisions regarding the application of certain impact measures to the parties of financing transaction in accordance with the General Terms of Use of the Profitus' Platform.

Further disputes between the parties shall be settled in the manner prescribed by legal acts.