

INFORMATION ON FILING AND HANDLING CLAIMS CONCERNING LIQUIDITY SOLUTION

1. The Client can file a claim to Liquidity Provider related to the Services provided by him, only in the manners as specified below:
 - **personally**, in Liquidity Provider's registered office, each working day between 9am – 18pm CET orally, recorded by Liquidity Provider's employee authorised to receive claims;
 - **electronically**, by filling on-line form at website <https://institutional.xtb.com/claims>;
 - **by post**, to the registered address of Liquidity Provider on a paper application form (see Annex 1);

Address of Liquidity Provider's registered office for submitting claims **personally** or by **post**: **XTB S.A.**
ul. Prosta 67
00-838 Warszawa

2. Each claim shall contain:
 - information enabling Liquidity Provider to identify the Client, consistent with the information submitted to Liquidity Provider at the conclusion of the Agreement or with later changes of mentioned information;
 - Account number;
 - time of occurrence of the event which claim concerns;
 - a detailed description of the event which claim concerns, containing as much information as possible to quickly identify the problem the claim concerns;
 - a precise request.
3. Principles of submitting a claim, terms of its consideration and Client's rights have been settled in the Liquidity Solution General Terms and Conditions.
4. Filing a claim immediately after the irregularities being revealed will enable and quicken consideration of the claim by Liquidity Provider, unless this situation is not relevant to the process of considering the claim.
5. At the Client's request, the Liquidity Provider sends confirmation of receipt of the claim in writing to the business address provided by the Client when concluding the Agreement or with later changes of the mentioned information or, after agreeing with the Client, via electronic mail.
6. Liquidity Provider considers the Client's claim not later than in 30 days from the date of filing the claim. If the claim cannot be justifiable responded in the aforesaid period, Liquidity Provider shall provide the Client with information including:
 - explanations of the reasons for the delay;
 - indication of circumstances that have to be established for consideration of the claim;
 - expected date of consideration of and response to the claim, which shall not exceed 90 days from the receipt of the claim.
7. Liquidity Provider notifies the Client about handling the claim in writing to the business address provided by the Client when concluding the Agreement or later changes of mentioned information or, after agreeing with the Client, via electronic mail.

ANNEX 1

CLAIM FORM

Company name	
Email	
Client Account ID (Account number the claim concerns)	
Claim Subject	
The time the event occurred	
Claim description	
What are your expectations concerning the claim?	
Please choose method of delivery of our answer	<ul style="list-style-type: none">- Electronic mail – the answer will be sent as the claim will be solved, even in course of 7 days- Mail – the answer will be sent in a period of 30 days (time delivery by an official postal operator is not included)
Date and signature of the Client	