

CUSTOMER SERVICE REGULATIONS OF REVOLUT BANK UAB, UAB BRANCH IN SPAIN

ARTICLE 1.- PURPOSE OF THESE REGULATIONS.

The purpose of these Regulations is to regulate the operating procedures of the Customer Service Department of Revolut Bank UAB, branch in Spain (hereinafter, the "Entity"), in accordance with the provisions of Order ECO/734/2004, of 11 March, on the Customer Service Departments and Services and the Customer Ombudsman of financial institutions, in Order ECC/2502/2012, of 16 November, which regulates the procedure for submitting complaints to the complaints services of the Bank of Spain, the National Securities Market Commission and the Directorate General of Insurance and Pension Funds, and in Law 44/2002 of 22 November, on Financial System Reform Measures.

ARTICLE 2.- SCOPE OF APPLICATION.

The rules contained in these Regulations shall apply to the processing of complaints and claims submitted, directly or through representation, by all natural or legal persons, Spanish or foreign, who are users of the financial services provided by the Entity, provided that such complaints and claims refer to their legally recognised interests and rights, derived from their contracts, from the regulations on transparency and customer protection or from good financial practices and uses, in particular, from the principle of fairness.

ARTICLE 3.- APPROVAL OF THESE REGULATIONS AND THEIR MODIFICATIONS.

These Regulations have been approved by the Director General of the Bank. Any amendments to be made in the future shall also be approved by the Director General and shall be subject to review and positive verification by the Banco de España.

ARTICLE 4.- DEFINITIONS.

Customers: all natural or legal persons, Spanish or foreign, who qualify as users of the financial services provided by the Entity.

Complaints: those submitted by Customers who, with the aim of obtaining the restitution of their interest or right, submit specific facts referring to actions or omissions by the Entity that harm their interests or rights and which derive from alleged breaches by the Entity of the regulations on transparency and customer protection or of good financial practices and uses.

Complaints: those submitted by Customers due to delays, inattention or any other type of deficient performance observed in the operation of the Entity.

Good practices: those practices which, without being imposed by contractual or supervisory regulation or constituting financial usage, are reasonably required for the responsible, diligent and customer-friendly management of financial business.

Transparency and customer protection rules: those containing specific precepts referring to supervised institutions and which, in order to protect the legitimate interests of customers, establish a set of specific obligations applicable to contractual relations between them, require communication of the basic conditions of transactions and regulate certain aspects of their advertising, rules of conduct and information.

ARTICLE 5.- INDEPENDENCE AND COMPETENCIES OF THE CUSTOMER SERVICE DEPARTMENT.

The Entity's Customer Care Service is a body with autonomy and independence from the commercial and operational services to guarantee the independence of its decisions and avoid conflicts of interest, and was created to deal with the complaints and claims defined in article 2 of these Regulations.

All the departments and services of the entity and its Group are obliged to provide the Customer Care Service with all the information it requires for the performance of its functions, in accordance with the principles of speed, security, efficiency and coordination.

The decisions of the Customer Care Service shall be binding for the Entity, but not for customers, who may resort to the other legally established instances.

The Customer Care Service, through its head, will serve as a link with the corresponding complaints services of the Bank of Spain, the National Securities Market Commission and the Directorate General for Insurance, representing the Entity before consumer organisations or customer associations.

ARTICLE 6.- DESIGNATION OF THE HEAD OF THE CUSTOMER SERVICE DEPARTMENT.

The head of the Group's Customer Services Department shall be a person of good commercial and professional repute, with appropriate knowledge and experience for the performance of his or her duties.

The appointment of the incumbent shall be made by the Director General of the Institution within a maximum period of three months from the time the previous incumbent leaves office and shall be communicated to the complaints services of the Banco de España, as well as to the corresponding supervisory authorities.

The appointment shall be for a term of four years, which may be renewed for equal periods of time by express agreement of the Director General of the Entity.

ARTICLE 7.- CAUSES OF INCOMPATIBILITY AND INELIGIBILITY OF THE HEAD OF THE CUSTOMER SERVICE DEPARTMENT.

The office of the Customer Service Officer shall be incompatible with the exercise of any other office or profession that may prevent or impair the performance of his or her duties or compromise his or her impartiality.

They shall not be eligible for election to office:

- Persons disqualified in accordance with Law 22/2003 of 9 July 2003 on Insolvency, until the period of disqualification established in the judgement of qualification of the insolvency proceedings has expired.
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- Those who are being prosecuted or, in the case of proceedings referred to in Titles 2 and 3 of Book 4 of the Criminal Procedure Act, an order to open an oral trial has been issued.
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- Those who have a criminal record for offences of forgery, corporate offences, offences against the Treasury, offences against workers' rights, punishable insolvency, breach of custody of documents, violation of secrets, money laundering, embezzlement of public funds, disclosure of secrets or offences against property.
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- Those who are disqualified or suspended, criminally or administratively, from holding public office or from holding administrative or managerial positions in financial institutions.

ARTICLE 8.- TERMINATION OF THE POSITION OF THE CUSTOMER SERVICE MANAGER.

The Customer Service Holder shall cease to hold office for any of the following reasons:

- Having incurred in any of the causes of ineligibility listed in Article 7 above.
- Supervening incapacity.
- By resignation or resignation of the incumbent.

- The term for which they were appointed has elapsed without their reappointment having been agreed.
- For having been disciplinarily sanctioned in accordance with the labour regulations in force.
- The maintenance of a detrimental attitude that affects the good name and good image of the Entity.
- By reasoned decision of the Director General of the Entity based on objective and serious causes for dismissal.

ARTICLE 9.- FORM, CONTENT AND PLACE FOR THE PRESENTATION OF COMPLAINTS AND CLAIMS.

Complaints and/or claims may be submitted, in person or by proxy, on paper, or by computer, electronic or telematic means, provided that these facilitate the reading, printing and conservation of the documents and in accordance with the requirements set out in the electronic signature regulations, as well as by post. In addition, the following information must be included:

- Name, surname and address of the interested party and, if applicable, of the person representing him/her, duly accredited; National Identity Card number for natural persons and data referring to public registry for legal entities.
- Reason for the complaint and/or claim.
- The complainant shall provide documentary evidence in his or her possession supporting his or her complaint or claim.
- That the complainant is not aware that the subject matter of the complaint and/or claim is being dealt with through administrative, arbitration or judicial proceedings.
- Place, date and signature.

Complaints and/or claims may be submitted to the Customer Service Department, to any branch of the Entity open to the public, by post, via the App, the e-mail address reclamaciones@revolut.com or by phone (+34 900 94 32 45).

As they are received, they shall be registered, leaving a record of the date on which the complaint or claim was filed for the purposes of calculating the time limit for its resolution, which shall vary depending on the type of customer and the matter to which the complaint refers, in accordance with the provisions of article 10 of these regulations.

Once the complaint has been registered, it will automatically be assigned a registration number. An acknowledgement of receipt will also be sent in writing to the interested party. The complaint and/or claim may only be submitted once by the interested party, and may not be required to be reiterated before different bodies of the institution.

If the identity of the claimant is not sufficiently accredited, or the facts that are the subject of the complaint and/or claim cannot be clearly established, the signatory will be requested to complete the documentation submitted within ten working days, with the warning that, if he/she fails to do so, the claim will be filed without further processing. If the required documentation is provided after the deadline indicated, a new file will be opened on the facts that are the subject of the complaint or claim.

The time taken by the complainant to rectify the errors referred to in the previous paragraph shall not be included in the calculation of the time limits for a decision provided for in Article 10.

ARTICLE 10.- DEADLINES FOR THE PRESENTATION AND RESOLUTION OF COMPLAINTS OR CLAIMS.

Complaints and/or claims must be submitted to the Customer Service Department within a period of two years from the day on which the customer became aware of the events giving rise to the complaint or claim.

The deadlines for resolving complaints will be counted from the day on which the complaint and/or claim was presented to this entity, by any of the means admitted for this purpose, and will be as follows depending on the type of complaint, and the status of the claimant:

- For those complaints filed by both consumers and non-consumers, which deal with matters that fall within the scope of application of Royal Decree Law 19/2018 of 23 November on "Payment Services and other urgent financial measures" (hereinafter Payment Services Decree Law), which transposes the European Directive (EU) 2015/2366 of the European Parliament and of the Council commonly known as PSD2, the deadline will be fifteen working days.

In this respect, in those complaints whose scope of application falls within the framework of the aforementioned Royal Decree on Payment Services, and in accordance with the provisions of Article 69(2) of the aforementioned regulation, "In exceptional situations, if a reply cannot be provided within fifteen working days for reasons beyond the control of the payment service provider, the payment service provider must send an interim reply, clearly indicating the

reasons for the delay in replying to the complaint and specifying the period within which the payment service user will receive the definitive reply. In any case, the deadline for receipt of the final reply shall not exceed one month".

- For claims filed by consumers concerning matters outside the scope of application of the Decree Law on Payment Services mentioned in the previous section, the deadline will be one month, in accordance with the provisions of section three of the fifth final provision of Law 7/2017 on Alternative Dispute Resolution.
- For claims filed by non-consumers whose scope of application falls outside the provisions of the Royal Decree Law on Payment Services mentioned in section a) of this article, the time limit shall be two months.

ARTICLE 11.- ADMISSION FOR PROCESSING.

All complaints or claims that do not fall within the following cases will be admitted for processing:

- When essential information is omitted that cannot be rectified, including cases in which the reason for the complaint or claim is not specified.
- When they are intended to be processed as a complaint or claim, appeals or actions other than those which fall within the competence of administrative, arbitration or judicial bodies, or the same are pending resolution or litigation or the matter has already been resolved in those instances.
- When the facts, reasons and request specifying the issues that are the subject of the complaint or claim do not refer to specific operations or do not comply with the requirements set out in article 2 of this Regulation.
- When complaints or claims are made that reiterate other previously resolved complaints or claims submitted by the same customer in relation to the same facts.
- When the period for the submission of complaints and claims established in the regulations has elapsed.

When it becomes aware of the simultaneous processing of a complaint or claim and an administrative, arbitration or judicial procedure on the same matter, it shall refrain from processing the former.

ARTICLE 12.- PROCESSING.

Once a complaint and/or claim has been accepted for processing, the Customer Care Service may request, both from the claimant and from the different departments and services of the entity concerned, any data, clarifications, reports or complementary evidence it deems relevant for adopting its decision.

If the procedure is paralysed for reasons attributable to the claimant, the time limits for processing provided for in Article 10 shall be suspended, depending on the matters in question.

ARTICLE 13.- ACCEPTANCE AND WITHDRAWAL.

If, in view of the complaint or claim, the Entity rectifies its situation with the claimant to the latter's satisfaction, it must notify the Customer Service Department and justify it with documentary evidence.

Interested parties may withdraw their complaints and claims at any time, with the complaint or claim being archived.

ARTICLE 14.- FINALISATION AND NOTIFICATION OF THE RESOLUTION.

The file must be finalised within the maximum time limits established, depending on the matter in question, in article 10 of these regulations, counted in all cases from the day on which the complaint and/or claim was submitted to this entity, either to the Customer Service Department or to any of the offices, without prejudice to the provisions of article 10 of these regulations. Complaints and claims will be passed on to the appropriate body as soon as possible.

The decision shall always be succinctly reasoned and shall contain clear conclusions on the complaint and/or claim raised, based on the contractual clauses, the applicable rules on transparency and customer protection, as well as good financial practices and usages. In the event that the resolution departs from the criteria expressed in previous similar cases, the reasons for this must be stated.

The decision shall be notified to the interested parties within ten calendar days of its date, in writing or by computer, electronic or telematic means, provided that these allow the documents to be read, printed and stored, by the same means in which the complaint or claim was submitted.

If the legal period provided for in these Regulations has elapsed without notification of the decision, the claimant may apply at second instance to the corresponding complaints

services of the Bank of Spain, the National Securities Market Commission and the Directorate General for Insurance and Pension Funds.

In any case, the resolution of the Customer Service Department shall expressly state the customer's possibility of contacting the aforementioned complaints services as appropriate.

ARTICLE 15.- RESOLUTION AGAINST OR DISAGREEMENT WITH THE SAME.

In the event of disagreement with the decision issued, or in the event of not receiving a reply to the complaint within the period established in Article 10, the complainant may, where appropriate, refer the matter to the complaints service that corresponds to the matter in question.

In order to be able to make complaints and claims to the complaints services of:

- Banco de España: Market Conduct and Complaints Department.
- Comisión Nacional del Mercado de Valores: Investors Department.
- Directorate General for Insurance and Pension Funds: Claims Service of the Directorate General for Insurance and Pension Funds.

It is necessary to exhaust the Customer Service channel beforehand.

Only in the case of consumer complaints, the maximum time limit within which consumers may lodge a complaint with the Complaints Services of the financial supervisors is one year from the date of submission of the complaint to the Customer Care Service.

ARTICLE 16.- ANNUAL REPORT.

Within the first quarter of each year, the Customer Service Department shall submit to the General Manager of the institution a report explaining the development of its function during the previous year, which shall have the following minimum content:

- Statistical summary of the complaints and claims dealt with, including their number, admissibility and reasons for rejection, the grounds and issues raised in the complaints and claims, and the amounts involved.
- Summary of the decisions issued, indicating whether they are favourable or unfavourable to the claimant.
- General criteria contained in the decisions.

- Recommendations or suggestions derived from its experience with a view to better achieving the aims that inform its actions.

ARTICLE 17.- INFORMATION DUTIES.

The Entity shall make the following information available to its customers at each and every one of its branches open to the public, as well as on its website:

- The existence of the Customer Care Service, with an indication of its postal and e-mail address, to which the complainant may submit their complaint and/or claim and the rights that these customers have to submit their complaints and/or claims and how to lodge them.
- The obligation on the part of the Entity to deal with complaints and claims submitted by its clients or representatives, within the time limits indicated in article 10 of these Regulations.
- Reference to the Complaints Services of the Bank of Spain, the National Securities Market Commission and the Directorate General of Insurance and Pension Funds, specifying their postal and e-mail addresses, and the need to exhaust the Customer Care Service channel in order to file complaints and claims with them.
- The Rules of Procedure.
- References to transparency and protection of financial services regulations.