



HELVETIAN GUARANTEE INSTITUTE LTD SURETY AND GUARANTEE COMPANY

Company with External and Independent Final Rating Certification according to the Basel 2000 Regulation: **A+**
Company authorised to carry out statutory activity under art. 643 of the Swiss Code of Obligations (FUSC 40-2453 of 22-27.02.2013 no. 7082140) and with share capital of CHF 1,000,000.00 (FUSC 95-6186 of 15-21.05.2013 no. 7194326) fully paid up in cash deposited with credit institutions subject to Federal Law of 08/11/1934 (RS 952.0) under art. 633 of the Swiss Code of Obligations (RU 1992/733-FF and 1983/II/713). It possesses the professionalism, integrity and independence requirements laid down by the Regulation implementing the Articles of Association of 05/11/2012, and solvency requirements as certified by the Department of Institutions Justice Division of the District of Lugano on 05/02/2013, subject to I.F.D. and I.C. ordinary criteria (DDC 25891 and CSI 273.1.001.1202) as established by the D.F.E. Taxation Division Bellinzona Tax Office on 31/01/2013. Certification of solvency no. 2016005040362 dated 19/12/2016 issued by the Enforcement Office of Lugano.

To be sent exclusively by registered mail with return receipt (A.R.)

To the COMPLAINTS OFFICE at the Registered Office of **Helvetian Guarantee Institute**

Subject: COMPLAINT regarding an unsatisfactory response

Whereas:

1. **Helvetian Guarantee Institute** pursues the objective of building and maintaining, over time, a lasting relationship with its clients, based on its ability to respond to their present and future needs; in order to achieve this objective, the **Institute** promotes the continuous improvement of its capacity to listen to clients and pursues the goals of transparency, simplification of products, services and procedures;
2. within this framework, the **Institute** has undertaken a careful activity of listening to client needs and has established a **Complaints Office** at its registered office, where clients, in the event that a dispute is about to arise and they have not received a response deemed satisfactory, may submit a complaint by registered letter; the aim is to resolve disputes promptly and at limited cost, without recourse to the competent judicial authority;
3. all clients may submit a complaint to the Complaints Office within a maximum period of **two (2) years** from the date on which the disputed transaction was carried out;
4. the Complaints Office shall process the complaint within **sixty (60) days** from the date of receipt of the complaint and shall communicate the outcome to the claimant; should the complaint be upheld, it shall also indicate the timeframes and methods by which the **Institute** undertakes to act;
5. the submission of this complaint does not prevent the claimant from referring the matter to the competent authority;
6. the complaints procedure entails **no costs** for the claimant.

The undersigned Mr./Ms. _____

born in _____ on the ____/____/____, in the capacity of **legal representative** of the **company/entity**:

_____ with registered office in _____

telephone/fax and e-mail: _____

identification number: _____

tax identification number: _____

LEI Code: 984500ACEQ03EB3C1135

www.hgi-swiss.com

www.istitutoelveticodigaranzia.ch



Registered office in Chiasso, Switzerland, 6830, Via Livio, 14 - Grassi Building – Administrative Office: tel. 0041.912103290 - fax 0041.912103296 - secretariat@hgi-swiss.com
Commercial Service: tel. 0041.912103291 - commercial@hgi-swiss.com – Risk Office: tel. 0041.912103292 - risk@hgi-swiss.com – Settlements and Compensation Service: tel. 0041.912103293 - claims@hgi-swiss.com – Accounting Service: tel. 0041.912103294 - fax 0041.912103297 - accounting@hgi-swiss.com
Legal Department: tel. 0041.912103295 - legal@hgi-swiss.com – Registered in the Trade Register of the Canton of Ticino: CH-501.3.017.066-5
Share Capital Swiss Francs 1,000,000.00 fully paid up - Provision for Credit Risks Euro 12,317,483.50 - IDI Identification: CHE-174,771,881
Representative Offices and Consultancy Offices in: Lugano, Warsaw, Amsterdam, Prague, Hannover, Vienna, London, Paris, Nantes, Lyon, Dusseldorf, Bucharest, Nicosia, Kampala



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hereby submits a COMPLAINT

to the COMPLAINTS OFFICE of the Helvetian Guarantee Institute, as, in relation to surety bond

No. _____, the undersigned has not received a response deemed satisfactory.

DESCRIPTION OF THE GROUNDS FOR THE COMPLAINT

(Please describe the subject matter of the complaint clearly and in full, attaching any relevant supporting documentation):

Attached documentation:

The undersigned therefore awaits your response.

Place and Date _____ Company Stamp and Signature _____

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