



Customer service regulation of PayOk Financial Services, S.L.

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Preliminary article

This regulation corresponds to the entity PayOk Financial Services, S.L., registered in the Mercantile Registry of Murcia, with tax identification number (N.I.F.) B73697567, and registered in the Special Register of Payment Institutions with coding number 6928. Its purpose is to regulate the rules for the operation of the customer service department of the entity.

The postal and electronic addresses of the entity and the physical headquarters of the customer service department are listed in ANNEX II.

Article 1. Definitions

For the purposes of this regulation, the following definitions apply:



- a) **Customer:** Any user of the financial services provided by the payment institution.
 - b) **Complaint:** Any expression of dissatisfaction regarding the functioning of the services provided to users due to delays, lack of attention, or any other type of inadequate action.
 - c) **Claim:** A request to obtain the restitution of interests or rights by virtue of specific events related to actions or omissions of the institution that have caused harm to such interests or rights.
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Article 2. Duties to provide information to customers

PayOk must make the following information available to its customers, both in all offices open to the public and on its website:

- a) The existence of the customer service department, with its postal and email address (detailed in ANNEX II), for the receipt of complaints and claims.
 - b) The entity's obligation to address and resolve, within fifteen business days, any complaints and claims submitted; this period begins at the time of submission to any instance of the entity.
 - c) A copy of this regulation.
 - d) References to the regulations on transparency and protection of financial services customers.
 - e) Reference to the Conduct Department of Entities of the Bank of Spain, including its postal and electronic address, and the requirement to exhaust the internal procedure before contacting it.
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Article 3. Customer service representative

The customer service representative shall be a highly qualified person, with commercial and professional integrity, as well as the necessary knowledge and experience. The representative shall be appointed by the entity's board of directors, and their identity shall be communicated to the Bank of Spain.

Article 4. Duration of the mandate and possibility of renewal

The customer service representative shall hold the position for an indefinite period, and may be renewed, replaced, or removed in accordance with the principles of independence and objectivity.

Article 5. Grounds for incompatibility, ineligibility, and removal of the representative

The following persons may not hold the position:

- a) Those performing operational or commercial duties within the entity, or any others that may create a conflict of interest.
 - b) Undischarged bankrupts, disqualified or suspended persons from holding public or administrative positions.
 - c) Those with a criminal record for economic, financial, fiscal, or consumer protection offenses.
 - d) The representative shall cease to hold office due to supervening incapacity, final criminal conviction, express resignation, or a reasoned decision by the board of directors.
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Article 6. Powers of the customer service department

The customer service department is the specialized and autonomous department responsible for handling, in accordance with this regulation, the complaints and claims of PayOk's customers. It shall resolve such matters independently and autonomously, and shall be separate from the commercial or operational services.

The decisions of the customer service department are binding on the entity, without prejudice to judicial protection or recourse to other dispute resolution mechanisms.

Article 7. Deadline for submitting complaints and claims

Customers may submit their complaints or claims within five years from the date of the events, always respecting, in any case, a period of two years from when they became aware of the grounds for the complaint or claim.

Article 8. Form, content, and place of submission

Complaints and claims may be submitted in person or through a representative, in paper format or by electronic means, at any of the offices or addresses listed in ANNEX II.

The written submission must contain:

- a) Identification of the complainant and, if applicable, their legal representative.
 - b) Address for notification purposes.
 - c) Reason for the complaint or claim.
 - d) Office or department where the event originated.
 - e) Statement that the complaint or claim is not being processed in any judicial, administrative, or arbitration proceeding.
 - f) Place, date, and signature.
 - g) Supporting documentation to facilitate the processing of the complaint or claim.
 - h) Preferred format for the resolution (if not specified, the same format as the submission will be used).
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Article 9. Admission for processing

Complaints and claims that have not been resolved in favor of the customer by the office or service involved must be immediately referred to the customer service department, which will have a period of fifteen business days to resolve them.

In exceptional situations, if it is not possible to respond within that period, a provisional response will be sent, justifying the delay and specifying the deadline for the final response, which may not exceed one month.



Article 10. Non-admissibility of complaints or claims

The customer service department may only declare complaints and claims inadmissible for the following reasons:

- a) Omission of essential information that cannot be rectified.
- b) Attempt to process remedies or actions that fall under the jurisdiction of administrative, arbitration, or judicial bodies, or if the matter is already pending before such bodies.
- c) Matters outside the scope of operations or rights of the customer.
- d) Repetition of complaints already resolved.
- e) Submission after the deadline.

Non-admissibility will be communicated to the interested party by a reasoned decision, who may submit arguments within ten calendar days.

Article 11. Duty of cooperation

All departments and services of PayOk must cooperate with the customer service department, providing the information and documentation necessary for the proper processing of complaints and claims.

Article 12. Settlement and withdrawal

If the entity rectifies its action to the satisfaction of the complainant, it will inform the customer service department, and the claim will be closed. The interested party may withdraw at any time, which will result in the immediate termination of the procedure in relation to them.

Article 13. Conclusion and notification

The decision shall be reasoned, clear, and based on applicable regulations and good financial practices. It will be notified within ten calendar days by the means designated by the complainant, or, failing that, by the means used for submission.

The decision will expressly inform the customer of their right to approach the Conduct Department of Entities of the Bank of Spain in the event of disagreement or if the deadline passes without a resolution.

Article 14. Relationship with the Conduct Department of Entities of the Bank of Spain

PayOk will appoint a person responsible for responding to requests from the Bank of Spain concerning complaints.



Article 15. Annual reports

The customer service representative shall submit an annual report to the board of directors, including:

- A statistical summary of complaints and claims handled, including the total number, those admitted and not admitted, as well as the reasons for non-admission.
 - Breakdown of the reasons and issues raised in complaints and claims, with special reference to the areas or products with the highest number of incidents.
 - A summary of the decisions issued, indicating the percentage and number of decisions favorable and unfavorable to claimants, as well as the amounts and sums involved.
 - The general criteria followed in the decisions, especially those adopted repeatedly or involving a significant interpretation of the applicable regulations.
 - Recommendations or suggestions that, in the opinion of the customer service representative, may contribute to better customer protection and improvement of the entity's internal procedures.
 - Any other information considered relevant for evaluating and improving the customer service system.
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Article 16. Approval and amendments

This regulation has been approved by the board of directors of PayOk. Any amendments must also be approved.

Article 17. Verification by the Bank of Spain

This regulation and its future amendments will be submitted for verification by the Bank of Spain prior to entry into force.

ANNEX I. Applicable regulations

- Royal Decree-Law 19/2018, of 23 November, on payment services and other urgent financial measures.
 - Royal Decree 736/2019, of 20 December, on the legal regime of payment services and payment institutions.
 - Law 44/2002, of 22 November, on measures to reform the financial system.
 - Order ECO/734/2004, of 11 March, on customer service departments of financial institutions.
 - Any other regulations applicable regarding transparency and customer protection.
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ANNEX II. Contact details

- Postal address: Avda. Costa Blanca, No. 22, Phase 2, 10-E, Alicante, Spain
- Email address: SAC@payok.app
- Telephone numbers: +34 968 079 125 / +34 613 01 87 17