

## COMPLAINT HANDLING PROCESS

At Nexi Payments Greece S.A. we take your opinion seriously. We carefully listen to any complaint or request that is related to the products or services that we provide, while working towards the best possible solution. Below, you will find information about the complaint handling process, i.e., the stages that we follow to resolve them, from the time they are sent until they are settled.

### Stage 1. Contact us

A complaint or request is made online at:  
[npgr.complaints@nexigroup.com](mailto:npgr.complaints@nexigroup.com)

For the most effective handling of your complaint or request, we will need the following information from you:

First name\*  
Last name\*  
Business TIN\*  
Contact phone number\*  
Description of issue\*

If available, please attach any documents(s) or other information you believe will help us handle your case.

\* Note: Items marked with an asterisk are mandatory.

### Stage 2. Complaint or request handling progress

- The Complaints Handling Department at Nexi Payments Greece S.A. makes every effort to find the best solution. In doing so, it reviews all the information and information that you have provided.
- Should more information be required, the Complaints Department will contact you for clarifications that will assist in the most effective handling of the complaint/request.
- We would like to inform you that every possible effort is made so as every request or complaint is settled within fifteen (15) working days of being received. If we are unable to respond within the above deadline, either for reasons that are out of our control, or due to the complexity of your request, we will notify you of the reasons of the delay within the fifteen-(15)-working-day deadline, while setting the date on which you will receive our final response. In any event, our final response will be given within thirty-five (35) working days.



### **Stage 3. Your rights if you are not satisfied with our response**

If you are not satisfied with the response or handling of your request or complaint, you have the right to reach out to the “Consumer’s Ombudsman” at the following address:

Postal Address: 144 Alexandras Avenue, 114 71, Athens

Tel: 210-6460862, 210-6460814, 210-6460612, 210-6460734, 210-6460458

Fax: 210-6460414

Email address: [grammateia@synigoroskatanaloti.gr](mailto:grammateia@synigoroskatanaloti.gr)

Website: <https://www.synigoroskatanaloti.gr/>

### **Information regarding the processing of your personal data**

For information regarding the processing of your personal data and your relevant rights, please refer to the relevant section on our company’s website <https://www.nexi.gr/el/oroi-kai-proyprotheseis/>

Complaints Handling Department at Nexi Payments Greece S.A.