

**Information policy of eService Sp. z o.o. in contacts with Customers and shareholders**

**I. General provisions**

**§1**

1. The Information policy of eService Sp. z o.o. in contacts with Customers and shareholders (hereinafter referred to as the "Policy") is intended to provide smooth and free access to information for the Company's Customers, including in particular define channels, means of communication and time limits for information provision, adhere to the principles of information protection and take into account separate regulations arising from the specific provisions which define the principles for its operation.

**II. Communication of eService Sp. z o.o. with Customers**

**§2**

1. In the implementation of the information policy in relation to the Customers, the Company shall attach special importance to facilitating the Customers' access to complete information taking into account their needs, in particular information concerning the product offer of eService Sp. z o.o., as well as to complete fulfilment of information obligations arising from provisions of law.
2. By implementing the Policy as defined above, the Company requires from the employees professional, pro-customer and responsible behaviour and observance of high quality standards, particularly by creating proper relations with the Customers.
3. The Company shall make every effort to provide complete and factual information at the first request made by the Customer.
4. The Company shall provide information both to its current and potential Customers with respect to establishing cooperation.

**§3**

1. The Company shall provide each of the Customers with access to information by means of the following channels:
  - Contact by phone
  - Contact in writing (including fax)
  - Contact by email
  - Contact using the form on the Company's website

- Direct contact with the Customer Consultant
  - Direct contact during the Company's working time, i.e. from 8.30 a.m. to 4.30 p.m.
2. The Company shall provide the Customers with feedback by means of the channel by which the application has been made or in writing.

#### 54

1. The Company shall use every effort to make sure that all the complaints and appeals are considered with the utmost care and in a fair manner in compliance with the generally binding provisions of law, provisions of concluded agreements and the Customer service quality standards.
2. The Company shall consider the Customer's complaints within no longer than 14 days.
3. In order to ensure high quality of service, each of the Customer's phone calls shall be recorded, which the Customer is informed of before being put through to the consultant. If the Customer does not agree to have the conversation recorded, the Customer may terminate the phone call at any time.
4. All data provided to the Company's employees by the Customers which are necessary to perform the services, in particular:
  - documents and registration data as well as information concerning the Customer's IT and telecommunication infrastructure,
  - declarations of will (e.g.: information on bank account numbers and changes made therein, instructions to change contact details, granting authorizations and powers of attorneys)

shall be subject to special protection due to personal data included therein.
5. The Company's employees involved in the Customers' data processing shall have relevant authorization to process such data.
6. Information useful for the Customers shall be available in a clear and accessible way on the Company's website.
7. Information is divided into the following thematic sections:
  - Find out more about us – basic information on the profile and scope of the Company's activities as well as the history of the Company. In this section, the Customer may also read about the prizes the Company has been awarded with and testimonials certifying the quality of its services.
  - Our offer – a collection of information describing the rules of providing the main service and other additional services rendered by the Company.
  - Contact – in this section, the Customers may submit applications for cooperation with the Company and give opinions about services that have been already provided. This section also includes contact details for the Merchant Service Centre as well as for Marketing Team PR Team of the Company.

- Questions and answers (FAQ) – presentation of answers to the most frequently asked questions from the Customers.

### **III. Communication of eService Sp. z .o.o. with its shareholders**

#### **§5**

1. The Company's information activities carried out in relation to its shareholders shall aim at creating desired relations with the shareholders, positive image of the Company and determining the mechanisms of communication with the shareholders to make sure that all the shareholders are provided with proper, reliable and complete access to the Company's information and without preferences towards any of them.
2. As part of the information policy, the Company shall take into account the interests of all the shareholders.
3. The communication carried out with the shareholders by the Company shall in particular aim to:
  - build value and positive image of the Company,
  - fulfil information obligations imposed on eService Sp. z .o.o as the Company in a transparent and reliable way,
  - make sure that the shareholders are provided with reliable and up-to-date information on the Company's standing pursuant to binding provisions of law as well as the Company's internal regulations.
4. Communication with the shareholders shall be carried out in such a way as to ensure transparency of the Company's activities.

#### **§6**

1. The Company's information activities in relation to the shareholders shall be carried out in accordance with the binding internal regulations of the Company, Memorandum of Association and provisions of law, in particular the Act of 15 September 2000 – Code of Commercial Partnerships and Companies.
2. The Management Board shall be responsible for the implementation of the Company's information policy in relation to the shareholders.

#### **§7**

1. The Company's information activities in relation to the shareholders shall involve:
  - mandatory activities the scope of which results from the generally binding provisions of law and
  - additional activities.

- a. The Company's information activities in relation to the shareholders shall be carried out in particular by:
- providing information relating to the Company at a request made by the shareholders at the General Meeting of Shareholders or outside the General Meeting of Shareholders subject to principles and within time limits determined by generally binding provisions of law,
  - teleconferences,
  - providing information, explanations and comments relating to the Company's current activities, including:
    - financial results,
    - business activities,
    - non-business activities.
  - regular meetings of the shareholders with the Company's representatives,
  - giving answers to questions asked in writing, by e-mail or by telephone.

#### **58**

The Company shall be obliged to provide the shareholders with complete and reliable information when providing answers to the shareholders' questions, subject to the limitations resulting from the mandatory provisions of law.

#### **59**

While carrying out the information activities in relation to the shareholders, the Company shall ensure:

- reliable and transparent information on the Company,
- compliance with the Company's internal regulations,
- involvement of the Company's senior management in meetings with the shareholders,
- appropriate standard of information provision,
- reliability of information provided.