

SIF Moldova- Information related to the settlement of complaints

(based on FSA regulation no. 9/2015)

Socitatea de Investitii Financiare Moldova takes all measures to make sure all shareholders are treated equally and provided with relevant, updated information that allow them to exercise their rights in an equitable manner. In case the shareholders are dissatisfied with the activity of the company delivered based on Law no. 297/2004 or other information supplied by the company following their requests, they have the possibility to address a complaint to SIF Moldova.

Term explanation

Complaint is the request, claim or intimation informing SIF Moldova about actions that harm the rights or interests of the petitioner, submitted in writing at the company's headquarters, sent by mail or email, through which a petitioner, or its legal representative who acts exclusively on behalf of the petitioner, without any own commercial interest, expresses its dissatisfaction regarding the investment services or activity delivered based on Law no. 207/2004, the management service for OPC collective investment portfolio, or information provided by the company, following the information request of the petitioners.

The request for information from shareholders regarding matters of the general shareholders' meeting that are managed according to the special provisions in art. 13 of CNVM regulation no. 6/209 with its later amendments and additions, and the information regarding due/distributed dividends **are not considered complaints**.

The request, claim or intimation regarding other activities than those mentioned above and/or activities of another entity in relation to which SIF Moldova has no legal or regulation responsibility **will not be considered complaint**. The company will not record the complaints received by phone from shareholders/ investors as complaints. In case of complaints received by phone, SIF Moldova will provide the information required and allowed by the law for the clarification / explanation of identified situations in the relationship with its shareholders/investors.

Phone complaints that are not followed by the submission/ issue of a written complaint are not considered complaints, and therefore they are not the object of the procedure regarding complaints settlement, this being the reason why they will not be entered in the Unique Complaints Register.

The petitioner is a natural individual or company, investor (shareholder) of the company who submits a complaint to SIF Moldova regarding the investment services and activity delivered based on Law no. 297/2004 or the delivery of the Company's collective investment portfolio management service.

Favorably solved complaint – complaint, in connection to which measures have been taken to remedy the situations identified.

Unfavorably solved complaint – complaint, in connection to which no such measures have been taken.

Sole Complaints Register – the register in secured electronic form, on calendar years, with numbers running from 01 at the beginning of the year, in which the company chronologically enters, in order of receipt, all complaints, irrespective of their method of receipt.

Methods of submitting complaints to SIF Moldova:

Complains may be submitted by **post, at the headquarters, by e-mail, fax.** Submission of complains in writing, at the headquarters can be made during the opening hours of SIF Moldova's Record office. For all other complaints submission methods, in case these have been issued and submitted outside the working hours, they will be recorded on the following working day.

Minimal content of complaints

1. **identification data of the petitioner:** for natural individuals – first and last name, personal no. and address; for companies – name of the company, sole registration no. and address;
2. **Contact information:** phone number, address and e-mail address, fax (if the case be)
3. **his/her quality in making the complaint:** shareholder, legal representative of the shareholder, legal proxy or heir of the shareholder
4. **Object of the complaint**

Complaint settlement and communication of the reply to the petitioners

The reply deadline for any complaint is *maximum 30 days from its registration* at the company. In case of complaints regarding more complex issues, the 30 days' reply deadline can be *extended with an additional 15 days' one*. The petitioner will be informed about the reasons why the reply deadline is extended (with a maximum of 15 days) over the regular 30 days term.

In case that, for the accurate settlement of the complaint, it is necessary that the petitioner amend his complaint with additional information the above-mentioned deadlines will start to be counted from the date the petitioner sends the complete information requested by SIF Moldova.

The company will answer the petitions with clear and relevant information regarding the way the complaint is settled, or, depending on the case, the settlement status of the complaint and alternate settlement methods.

The company will send the petitioner the reply through registered mail, with confirmation of receipt or another correspondence methods that allows receipt confirmation. In case of complaints received by email, the company will usually select the same method of reply.

When a final solution is adopted and does not answer to the request or is in contradiction with the request of the petitioner, the company will present its standpoint in writing, offering the petitioner explanations regarding the measures adopted and informing him regarding his right to address competent bodies or authorities, as well as use amiable solving methods for possible litigations in compliance with applicable legal provisions.

In case the complaint is not connected to the activity of the company that is object of FSA supervision, it will not be object of the present procedure, and the petitioner will be informed by the Company accordingly.

Reporting obligations

According to FSA regulation no. 9 / 2015 regarding the complaint settlement procedure by entities regulated and supervised by the Financial Supervision Authority based on Law no. 297/2004 regarding capital market and Law no. 74/2015 regarding alternate investment fund managers *for complaints regarding their activity on the capital market*, SIF Moldova has the following reporting obligations.

1. The company submits the Financial Supervision Authority a copy in electronic format of the Unique Complaints Register, according to the template foreseen in Annex 1 of the Regulation, on a quarterly basis.
2. The company submits the Financial Supervision Authority the reports foreseen in Annex no. 2 and no. 3 of the Regulation on a quarterly and yearly basis.
3. The company submits, for each request from the Financial Supervision Authority regarding the method of settling a complaint, a grounding note, as well as all information and documents available, in order to verify the way that particular complaint was solved.

Contact information – SIF Moldova

- Registered office: Bacau Str. Pictor Aman 94C, 2nd floor, postal code 600164
- Phone no.: 0234 -576.74
- Fax: 0234-570.062; 0234-576.491
- e-mail: sifm@sifm.ro; actionariat@sifm.ro