

**NOTIFICATION ON THE PROCEDURE
FOR FILING THE COMPLAINTS OF THE PAYMENT SERVICES CUSTOMER**

A customer of the payment services shall be entitled to file a complaint about the work of the PE Post of Serbia, Belgrade (hereinafter referred to as the Post) if he/she believes that the Post does not comply with the provisions of the law regulating the protection of the financial services user, of other regulations that arrange payment services, general operations requirements and good business practice referring to that services.

The customer shall be entitled to submit a complaint **within three years** upon the day when the violation of his right or interest occurred.

A complaint may be submitted in the following ways:

- by e-mail: brigaokorisnicima@posta.rs,
- via web page of the Post: www.posta.rs in the part *Contacts*,
- in all postal network units: by filling-in the relevant form,
- by post on the address: PE Post of Serbia, Belgrade, Takovska Str. No. 2, Belgrade.

The complaint shall contain details from which the relationship between the customer and the Post is undoubtedly deduced, as well as the reasons for filing the complaint.

The Post shall not charge for any expenses for acting upon complaint.

The Post shall review the complaint of the customer and to reply in written form within 15 days upon receipt of the complaint. Only exceptionally, if the Post may not reply within that time-frame, due to reasons not depending on its will, the time-limit may be extended for maximum 15 days, about which the Post shall inform the customer in written form within 15 days upon reception of the complaint.

If not satisfied with the reply to the objection or if the reply was not sent within the proper time frame, before initiating the litigation, the customer may submit to the National Bank of Serbia the proposal for mediation or complaint in written form within 6 months upon reception of the reply or expiration of the time-limit for its submitting. The customer shall submit the objection along with the complaint sent to the Post, the reply of the Post and the accompanying documents.

The National Bank of Serbia shall inform the customer on findings upon the complaint within three months upon its reception, at the latest, but in more complex cases, the time-limit may be extended for another three months at the most, about which the National Bank of Serbia shall inform the customer in written form, before the expiration of the time-limit of three months upon the day of the reception of the complaint. The National Bank of Serbia shall indicate to the customer in the notification that there is the option of out-of-court settlement of the disputable relations with the Post in the mediation procedure, describe the procedure and the time-limits of its execution, and therefore indicate that this procedure shall be executed without charging fees.

**YOURS,
POST OF SERBIA**