



NOTICE ON HOW TO SUBMIT COMPLAINTS FOR USERS OF FINANCIAL SERVICES

The user of financial services has the right to file a complaint against the work of the Public Enterprise "Post of Serbia", Belgrade (hereinafter referred to as: Post of Serbia) if they believe that the Post of Serbia does not comply with the regulations governing the protection of users of financial services and good business practices related to those services.

The user has the right to file a complaint **within three years** from the day when their right or legal interest was violated.

Complaint can be filed:

- by e-mail to: brigaokorisnicima@posta.rs,
- via the website of the Post of Serbia: www.posta.rs, in the Customer Service section,
- in all units of the postal network (post offices): by filling in the appropriate form,
- by regular mail at the following address: PE Post of Serbia, Belgrade, Takovska 2, Belgrade.

The complaint should contain data from which the user's relationship with the Post can be undoubtedly determined, as well as the reasons for submitting the complaint.

The Post does not charge a fee or any other costs for processing a complaint.

PE Post of Serbia is obliged to consider the complaint and deliver a response to the user in written or electronic form within 15 days from the day of receipt of the complaint. Exceptionally, if the Post of Serbia cannot provide an answer within that period for objective reasons, that period can be extended by a maximum of 15 days, of which the Post of Serbia is obliged to inform the user in writing or electronically within 15 days of receiving the complaint.

If they are not satisfied with the response to the complaint or the response has not been delivered to them within the prescribed period, the user may, before initiating a court dispute, submit a proposal for mediation or a complaint in written form to the National Bank of Serbia within 6 months from the date of receipt of the response or the expiry of the deadline for its provision. Along with the complaint, the user submits the complaint sent to the Post of Serbia, the response of the Post of Serbia and supporting documentation.

The National Bank of Serbia informs the user of the finding regarding the complaint no later than three months from the day of its receipt, and in more complex cases that period can be extended by a maximum of three months, of which the National Bank of Serbia is obliged to inform the user in writing before the expiration of the three-month period from the day of receipt of the complaint. In the notification, the National Bank of Serbia will indicate to the user the possibility of an out-of-court settlement of the disputed relationship with the Post of Serbia in the mediation procedure, describe that procedure and the time limits for its implementation, and indicate that this procedure is carried out without charging a fee.

YOUR POST OF SERBIA