Complaints Management Policy

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Title of the Policy	Complaints Handling Policy
Version	1
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Review & Approval	M. Giannousa – Chief Sales Operations & Customer Success
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1. Introduction

The company "WALLBID INSURANCE & REINSURANCE BROKERS Single Member S.A." (hereinafter referred to as "Wallbid") has adopted and implements this Complaints Handling Policy, in accordance with Executive Committee Act no. 89/05.04.2016 of the Bank of Greece entitled "Handling of Complaints by Insurance Intermediaries".

This Policy, aims at the continuous improvement of the service level provided to Wallbid's clients and the enhancement of the services offered to them, through the substantial and objective investigation of Complaints submitted by clients or third parties in relation to the services provided by Wallbid as an insurance intermediary.

2. Definitions

Complaint: A written statement of dissatisfaction addressed to an insurance intermediary by a person receiving its services. Complaints do not include notifications of claims, compensation requests, or simple requests related to the execution of the insurance contract or the provision of services or clarifications.

Complainant: The individual deemed eligible to raise a complaint for review by the insurance intermediary, having already submitted a complaint — such as the policyholder, the insured, the beneficiary of compensation, or the injured third party.

3. Submission of Complaints

3.1 Required Complaint Information

The policyholder, the insured, the beneficiary of compensation, and the injured third party may submit a complaint, which must include at least the following information:
- Personal details and the insurance policy number
- The insurance product related to the complaint
- Description of the complaint and the desired resolution

3.2 Methods of Complaint Submission

The Complainant may submit the complaint via the following methods:

b) By sending an email to complaints@wallbid.io
c) By postal mail to: 27B Haimanta St., 15234, Chalandri, to the attention of Complaints Handling Officer.

4. Complaints Management Operation

The investigation, handling, resolution, and settlement of the Complaint are assigned to a designated Complaints Handling Officer at Wallbid.

Upon submission, the Complainant will immediately receive an electronic confirmation of receipt. This confirmation includes, in clear and simple language, a summary of the complaint handling process, contact details of the responsible person or department, and information that the Complainant may need to provide for a proper assessment of the complaint.

The Complainant is informed that initiating the complaint process does not interrupt the statute of limitations for legal claims.

If the complaint does not relate to Wallbid's services but concerns a partner insurance company, Wallbid must explain why it is not the appropriate body to handle the complaint and, where possible, provide the contact information of the responsible insurer.

Analysis of Root Causes and Corrective Actions

The employee responsible for complaints handling at Wallbid is not involved in the distribution of insurance products, ensuring fair and good-faith complaint investigation. Complaints are continuously analyzed to identify procedural weaknesses and improvement proposals. This analysis also includes products/services to detect common issues, allowing for timely corrections. A report is submitted quarterly to the Board of Directors, including all necessary data for identifying, measuring, and managing legal and operational risks.

4.1 Complaint Response Procedure

Complaints must be investigated and answered within 50 calendar days of submission. The response must be written and reasoned. If this deadline is exceeded, it must be justified and a new completion date provided.

If the Complaint is not fully satisfied, Wallbid must explicitly state the Complainant's right to maintain their complaint.

If no mutually acceptable solution is reached, Wallbid must inform the Complainant about alternative out-of-court resolution methods. If the insurance contract was purchased online, the Complainant may also use the EU's Online Dispute Resolution (ODR) platform at: http://ec.europa.eu/consumers/odr. In this case Wallbid should make in its website the following statement: "If this insurance product was sold to you online or by other electronic means within the European Union, you can submit your complaint through the EU Online Dispute Resolution (ODR) platform. Once your complaint is received, it will be forwarded to the appropriate dispute resolution body in Greece. This service is free and conducted entirely online. You can access the platform at http://ec.europa.eu/odr."

Policyholders, beneficiaries, consumer associations, and other stakeholders may also submit a written complaint against Wallbid to Professional & Private Insurance Supervision Department of the Bank of Greece (21 El. Venizelou St., 102 50 Athens, Tel.: +30 210 3205222/223, Fax: +30 210 3205437-8) for violations of insurance mediation legislation, unfair practices, or actions against public order

Other dispute resolution bodies include:

• The Consumer Ombudsman (144 Alexandras Ave., Athens, Tel.: +30 210 6460862 etc., Fax: +30 210 6460414)

• Consumer Protection Directorate of the Ministry of Development (Kaningos Square, Athens, Tel.: 1520, Fax: +30 210 3843549)

• Friendly Settlement Committees for Consumer Disputes

The complaint handling process, contact information, deadline for response, the fact that submitting a complaint does not suspend legal time limits, and information about competent authorities are disclosed via pre-contractual documentation or prominently on Wallbid's website.

4.2 Complaints Register

Wallbid maintains a Complaints Register with the following minimum information for each complaint:

• Complaint file number

• Date of submission

• Date sent to insurer (if acting as Coverholder)

• Date of resolution

• Complainant identification (or representative)

• Name of policyholder (if different)

• Policy number

• Summary of the complaint

• Relevant insurance product

• Outcome of the complaint

The Register is kept securely in electronic format with a full file of related documentation. Each complaint is retained for five years after submission or until a final court decision if legal proceedings are pending.

Wallbid will provide related documents and information to the Bank of Greece upon request.

5. Policy Review – Training

This Policy is reviewed annually and revised if deemed necessary. Wallbid must ensure that employees who may receive complaints are properly trained to identify and manage them accordingly.