

RULEBOOK ON COMPLAINTS OF THE INVESTMENT COMPANY “FINVEO” JSC PODGORICA

Finveo

The Capital Plaza, Cetinjska 11
81000 Podgorica, Montenegro

T +382 20 436 698

info@finveo.mn • www.finveo.mn





The complaint will be valid and taken into account only if it is submitted to the Company via the complaint form and if it is signed by the complainant. Complaints are received in writing at the following addresses:

- 1) Investment company “FINVEO” JSC Podgorica,
address: Cetinjska 11, Capital Plaza, 81000 Podgorica, Montenegro or
- 2) to the e-mail address: complaints@finveo.me

Immediately upon receipt of the complaint, the Company will acknowledge receipt to the complainant. If the received complaint is incomplete, incomprehensible or unclear, upon confirmation of receipt, the Company will request the complainant from the complainant, according to the submitted contact information, to supplement it. If the complainant does not submit the amendment in the manner provided for in this Rulebook for the submission of the complaint and within three (3) working days from the date of the requested amendment, it shall be deemed that he has withdrawn the complaint.

The Company shall endeavor to resolve the complaint within seven (7) working days from the receipt of the complaint, ie supplement to the complaint, in accordance with the previous paragraph of this Article. If the complaint cannot be resolved within the period referred to in the previous paragraph, the Company shall notify the complainant thereof (in the acknowledgment of receipt or subsequent notification) and shall also provide information on the approximate expected duration of resolving the complaint.

Upon resolving the complaint, the Company will notify the client of the final result without delay.

Finveo

The Capital Plaza, Cetinjska 11
81000 Podgorica, Montenegro
T +382 20 436 698
info@finveo.mn • www.finveo.mn



PRAISE OR COMPLAINT FORM

Name:

Surname:

ADDRESS:

Street and house number:

Zip Code:

Place:

Country:

Contact phone:

E-mail:

Date and place of occurrence of the event:

Description of praise or complaint:

In _____, on _____

Signature

Finveo

The Capital Plaza, Cetinjska 11
81000 Podgorica, Montenegro

T +382 20 436 698

info@finveo.mn • www.finveo.mn

