

## **CUSTOMER SERVICE**

The Customer Complaints Service of Mediterranean Renewables SGEIC, S.A. is responsible for handling and resolving complaints and claims submitted by its clients, in accordance with the provisions set out in Order ECO/734/2004 of 11 March, on Customer Service Departments and the Customer Ombudsman of Financial Institutions (Official State Gazette - BOE No. 72 of 24 March 2004).

### **Functions**

The Customer Complaints Service is responsible for safeguarding and protecting the rights and interests of the Entity's clients arising from their relationship with the Entity.

The functions of the Service include the following:

- To receive, analyse and resolve complaints and claims submitted by clients in relation to the operations or financial services provided by the Entity and, more generally, regarding their relationship with it. It shall also be responsible for reviewing, analysing and resolving any matters that the Entity itself may submit to it concerning its relationship with clients.
- To submit reports, recommendations and proposals to the Entity on matters within its remit which, in its opinion, may contribute to fostering good relationships, transparency and trust between the Entity and its clients.

The Entity is required to address and resolve complaints and claims within a maximum period of two months from their submission.

For further information, the Customer Protection Regulation may be consulted at the following link: <https://www.cnmv.es/portal/inversor/reclamaciones?lang=en>

### **How to file a complaint**

Information on the complaint procedure before the CNMV:  
<https://www.cnmv.es/portal/inversor/reclamaciones?lang=en>

### **Address**

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