

COMPLAINT PROCEDURE FOR AXTOR'S CLIENTS

Aiming to provide our clients the best service available and observing local rules and regulations, we offer you the possibility to file a complaint, in case you are not satisfied with any of the services provided by Axtor Group.

Current Clients: (up until the end of 2017) Axtor Group will send an email with the complaints handling procedures.

New Clients: the information about complaints handling procedures will be included in the Management Agreements and on Axtor Group's website.

How to submit a complaint

The complaint form, available at www.axtor.net/complaint, shall be submitted via email (axtor@axtor.net) or via postal services.

The form shall contain the company's name and address, name of the contact person, his/her direct telephone number, email address and detailed description of the complaint.

Complaint handling

Once the complaint has been received, a reply will be sent to the complainant confirming its receipt. Axtor Group's Management will send an official response within 10 working days.

In case Axtor Group's is unable to provide the response within the established period, Axtor Group's Management will indicate when the investigation is expected to be completed.

Upon termination of the investigation procedures, Axtor Group will send an official letter addressing the complaint with complete explanation and measures to solve the dispute.

Maria Flavia Junqueira da Cunha

Axtor Group