

TMF
GROUP

Global reach
Local knowledge

PROCEDURES TO HANDLE ENQUIRIES,
COMPLAINTS, CLAIMS AND REQUIREMENTS

TMF FiduPerú 2019



tmf-group.com



1. Complaints and Claims procedures

Submission of a complaint or claim

The Users and Clients of the Company can submit their complaints and/or claims by using any of the following options:

- a. They can call at (+51 1) 6124400, Extension 4311.
- b. They can send a letter to 151 Cavenecia Avenue, office No. 701, District of Miraflores, Lima, Peru.
- c. They can send an email to ope.fiduperu@tmf-group.com.
- d. They can personally submit the application form mentioned in the Annex 11.4 of this document at the Company offices. When the claim is dully presented through any of the different channels mentioned in section e), please proceed with one of the following options: (i) submit a proof or registration code, which must include the number of identification of the claim; and, (ii) agree with the user on how the record should be delivered. The report must be available for the user on the day the claim is presented.

The claims and complaints which are submitted in person at our offices shall be attended by our staff that will prioritize customers with Preferential Treatment.

Registry of the Claim or Complaint

The Market Officer and/or the Complaint Management Area supervisor will immediately register every claim or complaint.

With the aim of providing solutions to some types of claims, it is required that clients or users submit certain documents. These documents are called "support documentation." In this regard, the Market Officer and/or the Complaint Management Area supervisor will be responsible for obtaining the full support documents from the Clients and Users.



Classification of claims and/or complains

The Market Officer and/or the Complaint Management Area supervisor shall classify the claim or complaint into the corresponding template according to their concept, type of client (natural person/legal entity) and priority.

Appointment of the area in charge of the claim and/or complaint

The Market Officer and/or the Complaint Management Area supervisor shall assign the claim or complaint to the area that is responsible for providing a solution to the issue.

Responses to the submission of claims or complaints

The process to provide an answer to a client or user cannot exceed a period of thirty (30) calendar days, from the date of the corresponding claim or complaint.

2. Procedure to handle enquiries and requirements

Submission of a complaint or claim

Regarding the products and services provided by the Company, the users and clients of the company will be able to check or require any of them by the following options:

- a. They can call at (+51 1) 6124400, Extension 4311.
- b. They can send a letter to 151 Cavenecia Avenue, office No. 701, District of Miraflores, Lima, Peru.
- c. They can send an email to ope.fiduperu@tmf-group.com.



All enquiries should include the following information:

- Date of presentation
- Personal information
- Full name or company name
- ID card, Taxpayer Identification Number (RUC), Foreign Identity Card (CE), Passport
- Mailing address, phone number and email
- In case it is a legal entity, their representative shall provide the full name, ID number and role in the company
- Identification of the product or service on which the complaint or claim is enquired
- Reason and detail of the filing of the claim or complaint
- Any other document that the user or client considers.
- Please state the channel of preference to receive the company's response. In case you require a written response, please indicate the address or email. The company should be able to leave a record in any of these channels regarding the availability or response delivery to the user or client.

Registry of enquiries and requirements

The Market Officer and/or Complaint Management Area supervisor shall immediately register every claim or complaint once they receive it.

Nonetheless, it will not be necessary to register the complaints or claims that are immediately solved, unless the client or user requires a written response.

Responses to claims or complaints

The process to provide an answer to a client or user cannot exceed a period of thirty (30) calendar days, from the date of the corresponding claim or complaint.



Information of the Clients and Users

The Company provides a Help Desk and a Main Office and an online platform for clients and users in order to attend the queries, claims or complaints.

3. Procedure for the attention of requirements of information of public entities

The information requirements made by a public entity, such as the Superintendence, the National Congress, INDECOPI, the Office of the People's Advocate, among others, in virtue of the enquiries, claims and reports received by users are handled by the Market Officer and/or the Complaint Management Area supervisor and will be attended within thirty (30) calendar days since the date of receipt, unless there is an exact date established to deliver an answer.

All cases received from the Office of the People's Advocate, among others, will be processed likewise to ease a proper attention.

The procedure for the attention of information requirements of Government Entities is described below.

Receipt of the request

Public Entities can make requests for information to the Company, by virtue of enquiries, claims and complaints that they would have received from users of the Company.

Requirement Registration

The Market Officer and/or the Complaint Management Area supervisor will register immediately after receiving the requirement.

Response Presentation

The complete process to respond to the request may not exceed thirty (30) calendar days, counted from the date on which the respective requirement is filed.



Delivery of information to INDECOPÍ

The Market Officer and/or the Complaint Management Area supervisor are responsible for providing INDECOPÍ the information they request about the claims or complaints presented by Users and/or Clients, at the time the INDECOPÍ states so.