



UŠĆE SHOPPING CENTER LTD BELGRADE, limited liability company, with seat at Bulevar Mihajla Pupina 85b, New Belgrade, corporate ID number 20567716 (hereinafter: the "**Company**") in accordance with Memorandum of Association of the Company in force, in connection with Article 55 of the Law on Consumer Protection ("Official Gazette of the RS", No. 88/2021, hereinafter: the "**Law of Consumer Protection**") and the Law on Companies, enacts the following:

DECISION ON CONDITIONS AND MANNER OF RESOLVING CONSUMER COMPLAINTS

WHEREAS:

- A) That the Company is the owner of the shopping center Ušće Shopping Center, at New Belgrade, Bulevar Mihajla Pupina 4 (hereinafter: the "**Center**");
- B) That the Center conducts various marketing actions, within which it organizes events, promotions, prize games, prize competitions and other various games, distributes gifts and provides all other services within its business (hereinafter: the "**Services**" or in the singular the "**Service**");
- C) That the visitors of the Center during the provision of the Services of the Center may appear in the capacity of consumers (hereinafter: the "**Consumers**" or in the singular the "**Consumer**") in terms of the Law of Consumer Protection;

IT IS DECIDED AS FOLLOWS:

Subject Article 1

This Decision regulates the conditions and manner of resolving Consumer complaints with the Company within the provision of the Center's Services, as well as other issues of importance for resolving complaints and Consumer protection.

Application in accordance with laws and other regulations Article 2

This Decision is applied in accordance with the provisions of the Law on Consumer Protection, the Law on Obligations, the Law on Companies and other applicable laws and other regulations governing complaints, consumer protection, business operations and the legal status of economic entities.

Informing Consumers about the rights related to the complaint Article 3

The Company bears legal responsibility for the conformity of the Service, in accordance with the provisions of the Law of Consumer Protection.

The Consumer may file a complaint about the provided Service to an authorized person who will be considered in the sense of this Decision CONFLUENCE PROPERTY MANAGEMENT DOO BELGRADE, Bulevar Mihajla Pupina no. 85b, MB 20550406, or its employees ("**Authorized Person**").



The Authorized Person shall inform the Consumer in a valid manner about the scope, conditions, deadline and manner of the Service complaint, where and to whom the complaint is submitted, as well as about other data in this regard.

The Authorized Person in the Center where the Services are provided has a prominent notice on the manner and place of receiving complaints and ensures the presence of the person authorized to receive complaints during working hours.

Place and manner of filing a complaint and conditions for complaint **Article 4**

The Consumer can file a complaint as follows:

- orally to the info-desk of the Center
- by sending an e-mail to the e-mail address: office@mpecproperties.rs.

To exercise the right to complain, the Consumer is obliged to submit as evidence a document that is valid evidence in connection with the provision of the Services by the Company in paper or electronic form, or in the form in which he owns it. Otherwise, the Consumer has no right to complain, of which the Consumer is notified without delay.

Records of complaints received **Article 5**

The Authorized Person keeps a record of complaints received and keeps it for 2 (two) years from the day of submitting the Consumer's complaint.

The Authorized Person issues a written confirmation to the Consumer in paper form or electronically confirms receipt of the complaint, depending on the method of submitting the complaint, in accordance with Article 4 of this Decision, i.e. announcing the number under which his complaint is registered in the records of received complaints.

The paper confirmation referred to in paragraph 2 of this Article shall be filled out in two (2) copies in the event that the complaint is submitted orally at the Center's info-desk, with one copy for the Company, and one copy for the Consumer.

Records of received complaints are kept electronically and contain data on the submitter and date of receipt of the complaint, data on Service, brief description of non-compliance and request from the complaint, date of issuance of confirmation of receipt of complaint, decision on Consumer response - decision on complaint (acceptance or rejection of the complaint), the date of delivery of the decision, the agreed appropriate deadline for resolving the Consumer, the manner and date of resolving the complaint, information on extending the deadline for resolving the complaint, Consumer's consent for extending the deadline, data on objections to the decision on the complaint and decision on objection, and remarks.

Resolving a complaint Article 6

The Authorized Person is obliged to, without delay, and no later than eight days from the day of receipt of the complaint, in writing in electronic or paper form, respond to the Consumer to the complaint.

The Authorized Person examines the complaint, considers the subject of the complaint, establishes the facts and decides on the complaint.

When the Authorized Person determines that the complaint is justified, he accepts the complaint, declares himself on the Consumer's request and gives him a specific proposal and deadline for resolving the complaint.

The Authorized Person's response to the Consumer's complaint contains a decision on whether to accept or reject the complaint, a statement on the Consumer's request and a specific proposal and deadline for resolving the complaint. The deadline cannot be longer than 15 days from the day of submitting the complaint.

When the Consumer rejects the proposal for resolving the complaint, the Authorized Person will try to find the best way to resolve the complaint with the Consumer.

If it determines that the complaint is not justified, the Authorized Person rejects the complaint and informs the Consumer by submitting a response to the complaint, which clearly states the reasons for not accepting the complaint. If the deficiencies in the provision of the Service were caused by the fault of the Consumer, including non-compliance with the rules of the Center, the complaint is not justified.

Objection against the decision to reject the complaint Article 7

The Consumer may file an objection against the decision to reject the complaint, within eight days from the day of receipt of the decision.

The Authorized Person shall decide on the complaint referred to in paragraph 1 of this Article, within eight days from the day of receipt of the complaint.

The Authorized Person shall notify the Consumer of the decision on the complaint in writing in electronic or paper form, without delay.

Acceptance of the complaint Article 8

In the event that the complaint is accepted, and in accordance with the conditions prescribed by the Law, the Authorized Person may offer the Consumer a proposal for the provision of a conforming Service, or, if the provision of a conforming Service is impossible, unlawful, or represents a disproportionate burden for the Company, another form of remedy shall be proposed.

Action in case the Consumer rejects the proposal for resolving the complaint

Article 9

When the Consumer rejects the proposal for resolving the complaint, the Authorized Person will, in accordance with the law and other regulations, general acts, good business practice and the principle of conscientiousness and honesty, try to find the best way to resolve the complaint with the Consumer.

Fulfillment of requirements and extension of deadline

Article 10

The Authorized Person is obliged to act in accordance with the decision, proposal and deadline for resolving the complaint, if he has obtained the prior consent of the Consumer.

If the Authorized Person for objective reasons cannot satisfy the Consumer's request within the agreed time, he is obliged to inform the Consumer about the extension of the deadline for resolving the complaint and state the deadline within which to resolve it, as well as to obtain his consent. received complaints.

Extension of the deadline for resolving complaints is possible only once.

Complaint costs

Article 11

The costs incurred based on the complaint are borne by the Company.

Out-Of-Court Dispute Resolution

Article 12

A consumer dispute may be resolved through out-of-court consumer dispute resolution, before a body for out-of-court consumer dispute resolution, in a procedure further defined by the Law of Consumer Protection.

The Company is obliged to participate in the out-of-court consumer dispute resolution procedure.

The list of bodies for out-of-court consumer dispute resolution is publicly available at the following website: <https://vansudsko.must.gov.rs/adrbodies>.

Submission of resolved complaints to the competent service

Article 13

Resolved complaints are submitted with appropriate debits and other related documentation to the Center and the accounting department, if necessary for resolving the complaint.

Provisions on the processing of personal data

Article 14

The Company, as a controller, processes the personal data of the complainant (name and surname, e-mail address and address for receiving responses to complaints) to exercise the right to complain, in accordance with the Law on Consumer Protection. The personal data of the complainant are kept in electronic (or written) form for two years with the application of appropriate security measures. The complainant has the right to access, correct or



delete his / her personal data, the right to limit the processing, the right to object and the right to submit an objection to the Commissioner. Providing this personal data is a legal obligation of the complainant and otherwise the right to complain cannot be exercised.

Publication and delivery of this Decision
Article 15

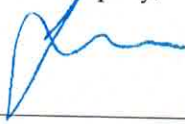
This Decision, as well as its amendments, are published on the Center's website and will be displayed on visible place in the Center.

Entry into force
Article 16

This Decision shall enter into force on 1 September 2025 and shall remain valid until its repeal or annulment. By adopting this Decision, all previous decisions concerning the terms and methods of resolving consumer complaints shall cease to apply.

In Belgrade, on 26 August 2025

For the Company,



Pinar Yalcinkaya, Direktor



