

COMPLAINT HANDLING PROTOCOL

The following is the internal complaint handling protocol for SmileStream employees

CUSTOMER COMPLAINT GOALS

At SmileStream, we are determined to provide courteous, expedient service in the resolution of complaints and aim to provide an outcome in line with our policies and procedures. Developed a complaint handling protocol to provide policyholders with a formal internal process through which complaints can be lodged, reviewed and resolved by the company.

WHAT CAN YOU EXPECT FROM US?

When a complaint is presented, the complainant can expect to be treated in a professional way and will have the opportunity to provide SmileStream with the details of the This review will be done by the management if necessary.

HOW TO FILE A COMPLAINT

We provides several options in submitting a complaint.

Standard complaint form (attached)

This complaint form will be available anytime in the seminars. Users can write their complaints in this form. They must indicate their name, surname, address and any other information needed to contact them.

Telephone

1. Every effort shall be made to handle and resolve customer complaints at the moment they phone.
2. After determining the nature of the complaint, all customer calls shall be first to the appropriate person from SmileStream staff
3. Users who leave a complaint in the voicemail will be contacted from SmlieStream end of the next business day.

Email

If contact via e-mail is desired, the message will then be forwarded to the appropriate in accordance with our complaint handling protocol.

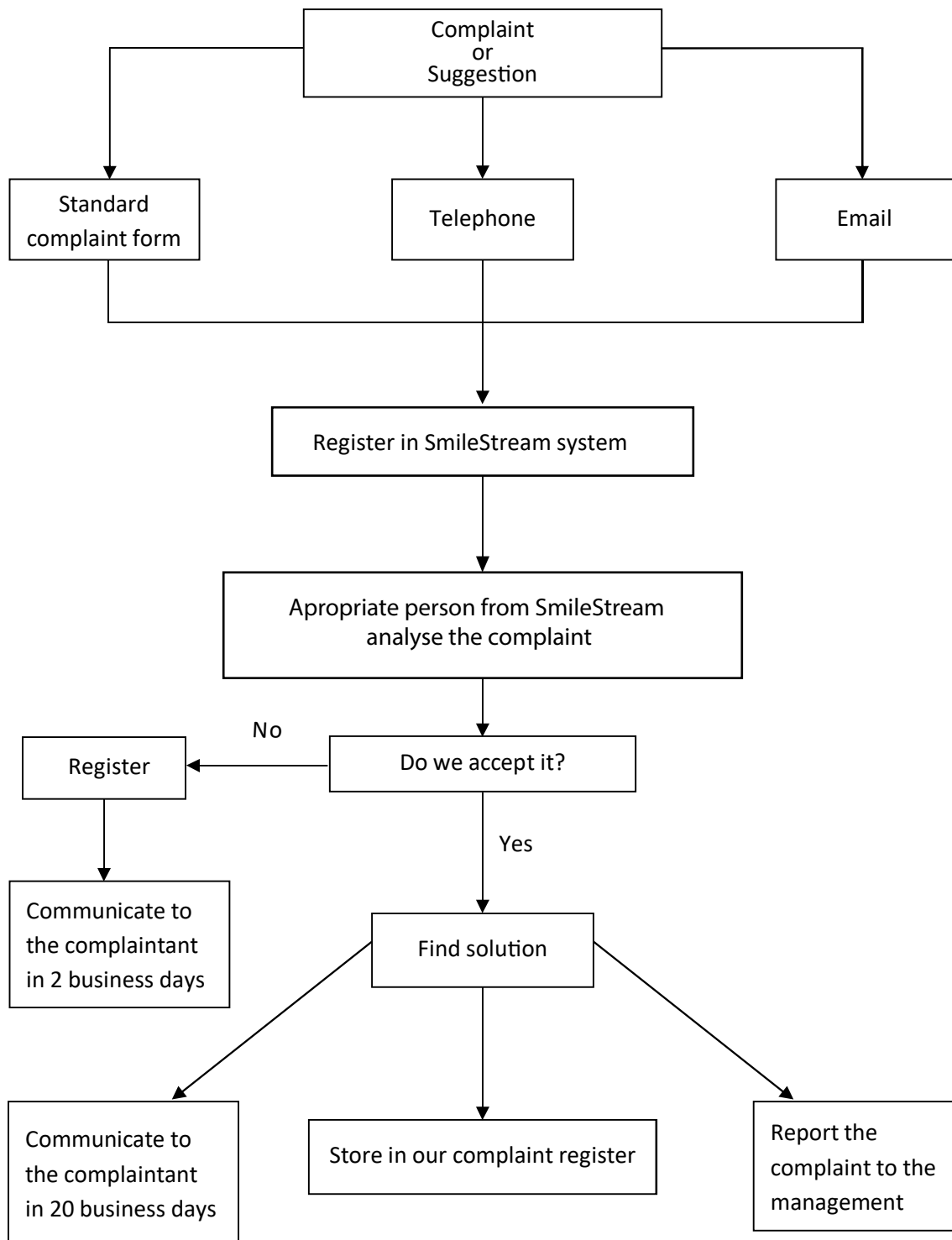
COMPLAINT ACCEPTANCE GUIDELINES

SmileStream can reject a complaint only in the following cases:

- ▶ The complaint does not include the complainant's name and phone number or email address.
- ▶ The complaint contains any abusive language

HOW SSMILESTREAM STAFF MUST HANDLE A COPLAINT

There will be a general procedure to guarantee a solution as fast as possible.



APPEALS

In case a complaint is rejected or the complainant does not agree with the solution found by SmileStream, he/she can appeal in his/her local consumer rights/protection office.