Complaints Handling Process at Robinhood Europe

At Robinhood Europe UAB ('**Robinhood Europe**', '**we**', '**our**', '**us**'), we place a special emphasis on providing high-quality products and services that meet client expectations and deliver value, with continuous improvement at the core of our operations. Your experience and feedback are of paramount importance in this process, so we invite you to help us improve our services and enhance our products. We take client complaints very seriously. If you have reason to complain, we promise to listen to you and do our utmost to put things right. We also view it as an opportunity to learn and improve. Please note that there is no cost for filing and handling complaints.

What is the timeframe for filing a complaint?

If you believe that your rights or legitimate interests were violated during the provision of financial services, please contact us no later than three (3) months from the day you became or should have become aware of the infringement.

What language will we accept?

You can submit your complaint to us in any official EU language. All communication with you during the process and until the complaint handling process is complete will be in the same language used to file the complaint.

How to file a complaint

Should you decide to file a complaint with us, please contact us in writing by sending your complaint to us via email: complaints_eu@robinhood.com or by sending it to our registered office via regular or registered mail. To file a complaint via email, you can also use this form, which is available for your convenience in Lithuanian, English, German, French, Dutch, Spanish, Italian and Polish.

What data should you provide?

We kindly ask you to specify the following details:

- your full name and surname;
- contact details (phone number and email address);
- detailed description of the situation and any relevant facts, circumstances and documentation that could support the filed complaint;
- Other important circumstances related to the complaint.

You may submit the complaint yourself or through your duly authorised representative. It is important to note that we only accept and process complaints that include all the information listed above. We will assess your complaint within three business days of receiving it and inform you whether or not we will proceed with examining it, including the reasons for any refusal.

How long will this take?

Once we have received your complaint and confirmed that it meets the aforementioned requirements, we will respond within 15 business days. In exceptional cases where we are unable to respond within this timeframe due to circumstances beyond our control, we will provide an interim response explaining the reasons for the delay and indicating the date by which we will provide the final response. This date will not exceed 35 business days from the date your complaint was received.

What is the dispute authority for your complaint?

We will do our best to resolve all your concerns. However, we are not always perfect. If you are not satisfied with our response, you have the right to contact the Bank of Lithuania via Electronic Government Gateway (applicable for citizens and residents of Republic of Lithuania) or by reaching out to the Legal and Licensing Department at the Bank of Lithuania at Totorių g. 4, LT-01121 Vilnius, or by email to www.lb.lt/gincu-sistema, within one year from the date of contacting us to resolve any dispute. Complaints are handled at no cost. For more information on the disputes handled by the Bank of Lithuania, please visit www.lb.lt.