

Complaint Report Form

To EOS Matrix Greece Single Member Société Anonyme for Loan and Credit Management

Please fill in all the fields below to ensure that your complaint is better managed:

Full name (for natural persons) or legal entity name (for legal entities)*	
Tax Identification Number.*	
Contact address (Street, number, city/region, postal code)*	
Telephone number**	
Mobile number**	
E-mail	

** Mandatory completion*

*** Mandatory completion of one of the two*

If you are acting on behalf of a third party, please complete the form with the details of the person you are representing and attach:

1. Relevant authorization with authenticated signature and
2. A copy of your identity card or passport.

COMPLAINT SUBJECT:	
<input type="checkbox"/>	Way of communication
<input type="checkbox"/>	Other

PLEASE DESCRIBE THE COMPLAINT IN DETAIL

If the above space is not sufficient, you may attach, in a separate document, the additional information and forward it to us herewith. Similarly, if you have documents relating to this matter, please forward them to us.

SENDING A COMPLAINT:

You can send your complaint to the "Complaints Management Department" of EOS Matrix Greece Single Member Société Anonyme for Loan and Credit Management at the following address: 423B Vouliagmenis Avenue, 163 46, Ilioupoli, Greece, or by e-mail at complaints@eos-greece.com

MEANS OF COMMUNICATION:

By what means do you wish us to forward our response to your request?

- In my email
- To my correspondence address

I hereby declare, knowing the consequences of the law for making a false statement, that all the information mentioned in this Complaint Report Form is complete and accurate. Regarding the processing of personal data by " EOS Matrix Greece Single Member Société Anonyme for Loan and Credit Management" in the context of the submission and handling of the submitted complaint, I have taken note of the attached "NOTICE ON THE PROCESSING OF PERSONAL DATA IN THE CONTEXT OF SUBMITTAL AND HANDLING OF COMPLAINT"

Signature: _____

Date: _____

**NOTICE ON THE PROCESSING OF PERSONAL DATA IN THE CONTEXT OF SUBMITTAL
AND HANDLING OF COMPLAINT**

" EOS Matrix Greece Single Member Société Anonyme for Loan and Credit Management "(hereinafter "EOS MATRIX GREECE") in the context of the submission and management of complaints informs the natural persons / complainants and any third parties related in any way to the complaint submitted, regarding the processing of personal data (hereinafter referred to as "personal data") by the company, in its capacity as controller, of the following:

A. Identity and contact details of the data controller

" EOS Matrix Greece Single Member Société Anonyme for Loan and Credit Management ", with the registration number of article 7 of Law 3758/2009, as in force: 1/19.05.2010. Address: 423B, Vouliagmenis Avenue, P.O. Box 16346, Ilioupolis, Attica. Telephone: +30 210 9792900. Email: info@eos-greece.com

B. Contact details of the data protection officer

Address: EOS Matrix Greece Single Member Société Anonyme for Loan and Credit Management, 423B Vouliagmenis Avenue, 16346, Ilioupolis, Attica. Attention DPO. Email: dpoeosmatrixgreece@eos-greece.com.

C. Data collected directly from you

The personal data processed by EOS MATRIX GREECE are the following: Full name, Tax ID number, home address (street, number, city/region, P.O.) telephone number, mobile number, E-mail, personal data contained in the complaint, in the relevant supporting documents and in the material collected in the context of the management of the complaint and, in the case of a natural person acting on behalf of a third party, personal data contained in the relevant authorisation [name, surname, maiden name, Tax ID number, home and/or work address (street, number, town/region, postal code, postal code, address, address of the complaint and / or work address (street, number, town/region, postal code), telephone number, mobile number, E-mail, copy of ID or passport].

D. Source of the personal data

The complainant himself/herself and the persons from whom data are collected in the context of the management of the complaint.

E. Purposes of the processing of personal data and legal basis for the processing of personal data

Purposes of the processing of personal data: Response to the submitted complaint and fulfilment of EOS MATRIX GREECE's legal obligations arising from the Act of the Executive Committee 157/02.04.2019 of the Bank of Greece.

Legal basis for the processing of personal data: (a) the consent of the complainant, through the express positive action of submitting the complaint and/or (b) the fact that the processing is necessary for the compliance of EOS MATRIX GREECE with its legal obligation and/or (c) the fact that the processing is necessary for the establishment, exercise or maintenance of legal claims.

F. Recipients or categories of data recipients

Recipients of personal data are: (a) specially authorised employees of the Complaints Management Department of EOS MATRIX GREECE and, under certain conditions, other persons related to the complaint submitted and/or (b) Consumer Ombudsman or / and (c) another alternative/out-of-court dispute resolution mechanism and/or (d) where applicable, competent authorities in accordance with the

applicable legislation (e.g. General Secretariat of Commerce & Consumer Protection) and/or (e) judicial authorities.

G. Transfer to a third country or an international organization

Personal data are not transferred to a third country (i.e. a country outside the EU) or an international organization.

H. Personal data retention period

Personal data are deleted five (5) years from the date on which each element of the complaint came into the possession of EOS MATRIX GREECE (Article C4 of the Act of the Executive Committee of the Bank of Greece No. 157/02.04.2019). However, if judicial or other legal actions are in progress until the expiry of this period, the retention period referred to above may be extended until the issue of a final and irrevocable court decision.

I. Data subject's rights

The data subject has the following statutory rights, which may be exercised by using the contact details in subparagraph B above: (a) the right to request access and/or rectification and/or correction and/or erasure of personal data and/or restriction of processing and/or the right to object to processing and the right to the portability of personal data and/or (b) the right to withdraw the consent given and/or (c) the right to submit a complaint with the Personal Data Protection Authority (www.dpa.gr).