

COMPLAINT POLICY

Migliora S.r.l., which operates in the equity crowdfunding industry, intends to adopt this Policy, to be reviewed at least every six months, having a preliminary character, in view of the difficulty of identifying a priori areas of potential dissatisfaction that will require an intervention of Migliora S.r.l. of the concrete cases that will occur, in order to regulate the management of complaints.

The objectives of the Complaints Management Policy must be:

- improve customer satisfaction through the creation of a customer-focused environment that is open to feedback;
- resolve complaints received and increase the organization's capabilities in improving its services to the Bidder and Investor;
- engage the company through appropriate acquisition and utilization of resources;
- Recognize and pay attention to the needs and expectations of complainants;
- provide customers with an open, effective and easy-to-use complaint handling process;
- analyze and evaluate complaints to improve service quality;
- conduct an audit of the complaint handling process;
- review the effectiveness and efficiency of the complaint handling process.

In this logic, Migliora S.r.l. is interested in stimulating the submission of complaints from customers for:

- preventing dropouts and negative word of mouth;
- know your own shortcomings and learn how to correct them;
- Learn about new expectations;
- Recover lost or dissatisfied customers.

In the management of complaints, Migliora S.r.l. intends to:

- Provide a timely and satisfactory response to complainants;
- Provide systematicity and consistency in how complaints are handled;
- Increase the company's ability to identify trends that cause complaints to develop and, over time, eliminate their recurring causes;
- Encourage a customer-focused approach;
- Set up a better system for continuous review of processes and continuous improvement of its level of service.

In particular, in the management of complaints, Migliora S.r.l. intends to operate according to the following principles:

- a) **Visibility:** information on how and where to file a complaint will be well publicized;
- b) **Accessibility:** the complaint handling process will be easily accessible to all complainants; Supporting information will be easy to understand and written in plain language; no complainant should be allowed to feel disadvantaged;
- c) **Responsiveness:** complainants will be treated courteously and informed of the status of their complaint throughout the complaint handling process;



- d) **Objectivity:** the complaint handling process will handle each complaint in a fair, objective and non-biased manner; and
- e) **Costs:** access to the complaint handling process will be free to the complainant;
- f) **Confidentiality:** Information that personally identifies the complainant will be protected so as not to be disclosed without the express consent of the customer or complainant;
- g) **Accountability:** Migliora S.r.l. will ensure the presence of clear responsibilities and delegations with respect to the actions and decisions of the organization itself with regard to the handling of complaints;
- h) **Continuous Improvement:** Continuous improvement of the complaint handling process and product quality will be a permanent goal of the organization.

At this time, the complain process is as follows:

- i. in the initial phase, the person in charge of the process will be the project manager
- ii. Complaints should be sent via email to the web address support@2meet2biz.com.
- iii. Each complaint will be registered with all supporting documentation and assigned an identification code; it will then be classified according to one of the following areas
 - a. legal and compliance issues;
 - b. problems related to the evaluation of the Offeror's project;
 - c. technical problems, related to the operation of the portal and the IT structure;
 - d. problems related to the identification of the investor, to the assessment of adequacy and/or appropriateness, to the execution of the investment, or in any case to the activities under the control of the banking partner;
 - e. problems not falling into the above categories.
- iv. Based on the classification, the project manager identifies any external resources to be involved in analyzing and addressing the complaint.
- v. The entire process is conducted via email unless specifically requested by the complainant.
- vi. Within three days, the project manager informs the complainant of the opening of the complaint analysis phase and starts the preliminary investigation, in which he/she may also put the complainant in contact with the subjects involved in the facts subject of the complaint, in order to aim of seeking possible solutions.
- vii. Within the next seven days the project manager shall inform the complainant of the outcome of the complaint and the measure taken, which is stored in the electronic file relating to the complaint, with any consequences of the complaint, the solution, the corrective action.
- viii. Complaints and related procedures are reviewed at least every six months, in order to develop company best practices and assess the need and opportunity to dedicate additional resources to the area.

