

CENTREITY COMPLAINT POLICY AND PROCEDURE

POLICY STATEMENT

It is the policy of Centreity to respond to all customer issues, disputes and complaints quickly, decisively and accurately. Centreity will make every effort to reach a mutually agreeable resolution to each complaint. We value our customers and look forward to serving you to the best of our ability. We view your complaint as an opportunity to provide excellent customer service by going above and beyond to insure your satisfaction.

RATIONALE

The policy is designed to provide guidance on the manner in which Centreity handles complaints made against the company, its business partners and employees.

WHAT IS A COMPLAINT?

A complaint, as defined by this Policy, is defined as follows:

- An expression of dissatisfaction made to the company, related to our services where a response or resolution is explicitly or implicitly expected.

Any complainant who is dissatisfied with service provided by Centreity, for any reason, may contact the company to complain. We have determined that best, fastest method of complaint transmittal is by email, but verbal and written complaints will be processed and given the same level of consideration as email.

GUIDING PRINCIPLES OF EFFECTIVE COMPLAINTS HANDLING

- **Visibility** – Our Complaints Handling Policy is readily available on our website at www.centreity.com
- **Accessibility** – Our Complaints Handling Policy is readily accessible to all business partners, employees and customers. The Policy is easy to understand and includes details on making and resolving complaints.
- **Responsiveness** – When received via email, receipt of each complaint is acknowledged to the complainant immediately. Complaints will be treated courteously and kept informed of the progress of their complaint throughout the complaint-handling process.
- **Objectivity** – Each complaint is addressed in an equitable, objective and unbiased manner through the complaints-handling process.

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- **Confidentiality** – Personally identifiable information (“PII”) and non-public information (“NPI”) concerning the complainant is actively protected from disclosure unless the complainant expressly consents to its disclosure.
- **Customer-focused** – All business partners and employees are committed to efficient and fair resolution of complaints. We actively solicit feedback from our customers on a regular basis and acknowledge a customer’s right to complain.
- **Accountability** – All business partners and employees accept responsibility for effective complaints handling.
- **Continual Improvement** – Our complaints handling process will be reviewed periodically, and at least annually, to aim to enhance its efficient delivery of effective outcomes.

HANDLING A COMPLAINT

Email is the optimum method of complaint transmission. Complaints should be sent to our email address at: help@centreity.com

As noted above, complainants will immediately receive receipt of their complaint. Complaints may also be submitted by writing or by telephone at:

Centreity
423 37th Street
Bellaire, OH 43906
Telephone: (304)905-4909

WHAT INFORMATION IS REQUIRED WHEN MAKING A COMPLAINT?

When making a complaint, please provide the following information:

1. Your name and contact information. Please include the legal name of your business along with an email address and daytime telephone number where we may reach you.
2. Your project name and relationship with Centreity.
3. The nature of your complaint. Please list the dates and a detailed description of the conduct giving rise to the complaint.

After reviewing the complaint, we may contact you for additional information, including supporting documentation.

ACKNOWLEDGEMENT OF COMPLAINTS

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We are committed to acknowledging all complaints immediately upon receipt. Once a complaint has been received, we will undertake an initial review of the complaint.

We will endeavor to resolve complaints within 14 business days of receiving the complaint, but this will not be possible on all occasions. Where our review exceeds 14 business days, we will contact you to inform you of the reason for the delay, and indicate to you when we expect to be in a position to complete our review of the complaint.

YOUR RIGHTS DURING THE COMPLAINT PROCESS

You have the right to enquire as to the status of your complaint by sending an email to help@centreity.com. Someone will respond to your inquiry within 48-72 hours.

RESPONSE TO A COMPLAINT

Once we have reviewed the complaint, we will provide you with a written response. If you are dissatisfied with the response, you have the right to ask for reconsideration of the response. Such a request should be made in writing and forwarded by email or by mail to the address provided above.