Pursuant to Article 8 Paragraph 2 of the Law on Consumer Protection (Narodnenovine Official Gazette No. 79/07 and 125/07 - corr. 79/09 and 89/09 - corr.), we inform our clients that complaints regarding the quality of our services can be submitted in writing to:

| Our address:   |
|--|
| or   |
| e-mail:  |
| or   |
| fax:   |
| You will receive a response to your complaint in writing within 15 days of receipt of the complaint. |
| GUEST  |
| Full name:   |
| Address for submitting the response:   |