Internal Complaint-Handling System Rules

1. **Scope of application**

1.1. These Internal Complaint-Handling System Rules ("**Rules**") provide a framework for handling complaints ("**complaints**") under Regulation (EU) 2022/2065 ("**DSA Regulation**") and Regulation (EU) 2019/1150 ("**P2B Regulation**"). Bolt in the meaning of these Rules is Bolt Operations OÜ, unless otherwise stated in the relevant terms and conditions applicable to the complainant or any other subsidiary or affiliate of Bolt Operations OÜ or a company belonging to the same Bolt group of companies, registry code 14532901, registered office Vana-Lõuna tn 15, Tallinn 10134, Republic of Estonia, ("**Bolt**").

2. **Basis for complaints**

2.1. Bolt reviews a complaint submitted under these Rules if the complaint relates to the following issues:

2.1.1.alleged non-compliance by Bolt with any obligations for providers of online intermediation services laid down in the P2B Regulation which affects the Bolt platform business user lodging the complaint; or

2.1.2.technological issues which relate directly to the provision of online intermediation services, and which affects the Bolt platform business user lodging the complaint; or

2.1.3.measures taken by, or behavior of Bolt which relate directly to the provision of the online intermediation services, and which affects the Bolt platform business user lodging the complaint; or

2.1.4.Bolt's decisions towards Bolt platform users (including business users) based on (i) information detected or identified by Bolt, or (ii) Bolt platform users' notices, or (iii) individuals' and entities' notices, who do not use the Bolt platform, regarding illegal content spotted on the Bolt platform if these decisions concern:

2.1.4.1.whether or not to remove or disable access to or restrict visibility of the information available on the Bolt platform;

2.1.4.2.whether or not to suspend or terminate the provision of the service available through the Bolt platform, in whole or in part, to Bolt platform users;

2.1.4.3.whether or not to suspend Bolt platform users' account or terminate the contract with a Bolt platform user;

2.1.4.4.whether or not to suspend, terminate or otherwise restrict the ability to monetise information provided by Bolt platform users.

3. Bolt is not obliged to process the complaint under these Rules if the lodged complaint:

2.2.1.is clearly unfounded, including cases where the complainant does not act in good faith or where the complaint is clearly fictitious, frivolous or vexatious;

2.2.2.represents a new complaint concerning the same complainant and the same subject matter which has already been considered and ruled by Bolt in accordance with these Rules;

2.2.3.is submitted later than 6 months as of the date on which the complainant first became aware or should have reasonably become aware of the circumstances giving rise to the complaint.

3. **Processing of the complaint by Bolt**

3.1. Bolt shall acknowledge receipt of the complaint within 10 working days following the date of receipt.

3.2. Bolt aims to complete processing of complaint and make a decision within 30 days of receipt of a complete complaint ("**processing period**"), unless it is necessary to extend the processing period due to the complexity of circumstances of the matter. The complainant shall be notified about any extension to the processing period and the reasons for such extension.

3.3. The term of the processing period is suspended during the period when:

3.3.1.Bolt has requested additional information and documents from the complainant that are necessary to assess the complaint;
3.3.2.Bolt and complainant have commenced negotiations with a view to settle the complaint by an agreement.
3.4. If Bolt rejects, fully or partly, the complaint, it shall provide in writing and in reasonable detail the reasons for its ruling, and notify the complainant about the right to refer the matter to mediation/out-of-court dispute settlement in accordance with section 4.

4. **Mediation and out-of-court dispute settlement**

4.1. A complainant who is dissatisfied with the decision made under these Rules or with Bolt's progress in processing and resolving the complaint submitted under these Rules may refer the matter to:
4.1.1.one of the sworn advocates who has been entered to the list of mediators by the Estonian Bar Association; or
4.1.2.any certified out-of-court dispute settlement body.

5. **Final provisions**

5.1. These Rules, including any attempt to resolve the complaint by Bolt or reach an agreement through mediation/out-of-court dispute settlement, shall not affect the rights of the complainant nor Bolt to initiate judicial proceedings at any time before, during or after the complaint-handling or mediation process.