

Bolt has established a formal system for handling complaints under EU Regulation 2019/1150. Partners covered by the Regulation may use this system to submit complaints directly to Bolt regarding the following issues:

- a) Alleged non-compliance by Bolt with any obligations under EU Regulation 2019/1150 that impact the Partner;
- b) Technological issues directly related to the provision of Bolt's services that affect the Partner;
- c) Measures taken by Bolt in relation to the provision of online intermediation services that affect the Partner.

Complaints should be submitted through our [Notices and Complaints](#) page by selecting the appropriate topic. Relevant complaints will be reviewed and handled by our Customer Support Team.

To the extent that the P2B Regulation applies to Bolt, the following information is published pursuant to Article 11 of the P2B Regulation:

- Reporting period: 1 February 2024- 31st March 2025
- Total number of P2B tickets: 496
- Types of tickets: restriction of access (~80%); technological issues (~20%)
- Average time period to process the tickets: 2 days
- Resolution: the vast majority of the tickets were resolved