

# Complaint Handling

(Summary of Company Guidelines)

*Version 3*

*Adopted December 30 2025 by the CEO*



## 1. DEFINITION

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A complaint means that a customer in an individual case expresses specific dissatisfaction with the handling of a service. General comments and general expressions of dissatisfaction are not considered complaints in this context, nor are dissatisfactions that must be considered of minor importance to the customer.

## 2. GUIDELINES

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In accordance with Chapter 7, Sections 1 and 2 of FFFS 2007:16, the Company has adopted guidelines and procedures for handling complaints from both non-professional customers and the Company's other customers. This is a summary of these guidelines.

## 3. RESPONSIBLE PERSONS

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The Company's Complaints Officer is Alexander Arnbäck, [alex@lyrafw.com](mailto:alex@lyrafw.com)

## 4. HANDLING OF COMPLAINTS

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Any member of staff who receives a complaint must immediately inform the Complaints Officer.

The Complaints Officer is responsible for the investigation of the case. It is the responsibility of the member of staff concerned to assist the Complaints Officer to the extent requested.

Complaints should be responded to as soon as possible and, as a general rule, within two weeks. To the extent that the complaint cannot be responded to within this period due to weekends, extensive investigation measures or other reasons, the customer shall be informed and, as far as possible, kept informed of the progress of the case. If a complaint cannot be satisfied, the complainant shall be informed in writing of the possibility of taking the matter further. The customer shall also be informed if a complaint is rejected.

Written complaints shall always be answered in writing.

The Company documents complaints received and always informs the Board of Directors.