

COMPLAINTS HANDLING POLICY

**RE/MAX Real Estate Franchise Network
valid from the 1st of June
2024.**

The RE/MAX Real Estate Franchise Network (hereinafter referred to as RE/MAX) handles complaints received in accordance with this Complaints Handling Policy (hereinafter referred to as the Policy).

1. What it is for and who it applies to?

- Sets out RE/MAX's procedures for handling complaints;
- Ensure the efficient and prompt investigation of complaints about its activities and complaints from customers to members of the network;

Ensure that complaints and complainants are treated and investigated equally, without any discrimination, under the same procedure and rules.

Extends to all customers who enter into a legal relationship with any RE/MAX member.

RE/MAX members:

Ht Estates Limited Liability Company., short name: Ht Estates LLC. registered at: 1061 Budapest, Andrásy street 5. IV/14

mailing address: 1061 Budapest, Andrásy street 5. IV/14

court of registration: Court of Justice of the Capital City Court

company registration number: 01-09-961937

europaean unique identifier: HUOCCSZ.01-09-961937

VAT number: 23361117-2-42

statistical number: 23361117-7022-113-01.

representative: Keszthelyi Bence László managing director independently

electronic contact details: info@remax.hu

In response to enquiries about data protection: info@remax.hu

Company website: www.remax.hu

- **Franchise Partner** who has a franchise relationship with HT Estates Ltd. as the Master Franchise Owner. Details of Franchise Partners are available at www.remax.hu
- A sole proprietorship or partnership under a real estate brokerage agency relationship with the Franchise Owner or Franchise Partner who carries out real estate brokerage activities in a real estate brokerage office operated by the Franchise Owner or Franchise Partner (**Real Estate Agent**).

2. What is included?

The Policy sets out the:

- who is authorised to deal with complaints,
- how to report complaints,
- internal procedures for the handling of complaints,
- the remedies available to the complainant if the complaint is rejected,
- and the rules on the register of complaints.

3. What legislation must be complied with?

RE/MAX has drawn up this Policy taking into account the following legislation and the following European Union legislation:

- the relevant provisions of Act CLV of 1997 on Consumer Protection
- the Regulation (EU) 2016/679 of the European Parliament and of the Council (hereinafter referred to as the General Data Protection Regulation or GDPR);
- Act CXII of 2011 on the Right to Informational Self-Determination and Freedom of Information (the

hereinafter: Info Act);

- Act No XXV of 2023 on complaints, notifications of public interest and rules relating to the notification of abuse (Complaints Act)

4. Definitions

consumer: a natural person acting for purposes other than his/her own occupation and economic activity who buys, orders, receives, uses or receives goods or services or is the recipient of a commercial communication or offer relating to goods or services;

enterprise: who carries out an activity which affects or is likely to affect consumers for the purposes of his or her self-employed occupation or economic activity;

service: any activity, other than the sale of goods, immovable property or rights in rem, involving the creation of a result, the provision of a service or other conduct in order to satisfy a customer or client;

conciliation panel: an organisation established on a permanent basis for the resolution of consumer disputes through alternative dispute resolution and registered by the body (person) specified in this Act;

consumer litigation: disputes relating to the conclusion and performance of a service contract between the consumer and RE/MAX and, in the absence of a service contract to be concluded separately between the consumer and RE/MAX, disputes relating to the quality, safety, application of product liability rules, quality of service;

complaint: an objection concerning the acts or omissions of RE/MAX prior to the conclusion of the contract or in connection with the conclusion of the contract, the performance of the customer by RE/MAX during the term of the contract, or the termination of the contractual relationship or thereafter. A customer's request for general information from RE/MAX shall not be considered a complaint.

complainant: a customer who uses any of RE/MAX's services or requests information or an offer in connection with the service. A complainant may also be a person who complains about the conduct of RE/MAX not in relation to a specific service, but in relation to other activities related to the service. The complainant may be either a natural person or a legal entity.

5. Who can handle complaints (intake, investigation, response)?

Recording the complaint:

- in the case of a complaint **made in person**, by the real estate broker or office manager of the RE/MAX affiliate concerned by the complaint;
- complaints **made by phone** are answered by the person using the number you have called;
- for **written complaints**, by the person who receives the written complaint.

The person registering the complaint must forward the complaint to the person investigating the complaint within 24 hours at the latest.

Investigate the complaint:

- by the RE/MAX Office Manager/Franchise Partner concerned.
- For general matters concerning the Franchise Centre, a designated staff member of the FR Centre will act.

You must forward the results of the investigation to the person authorised to respond to the complaint within 10 working days at the latest.

The right to reply to the complaint:

- the RE/MAX Office Manager/Franchise Partner concerned
- In cases involving the Franchise Centre, the Franchise Owner and the authorised employee.

The RE/MAX Affiliate concerned shall respond to the complaint **in writing no later than thirty (30) days** from the date of receipt or admission.

Any person who has been involved in the provision of the service complained of (e.g. **the real estate agent**) **may not participate in the investigation** and decision-making, but **must at all times provide full information** for the investigation of the complaint.

6. How to make a complaint? (Complaint record)

The complainant has made a complaint:

- **verbally (in person or by phone), or**
- **in writing (in person, by post and by e-mail)** to the RE/MAX member concerned, on working days from 8 a.m. to 5 p.m. or by sending a message to www.remax.hu or by e-mail to the e-mail address (telephone number, address, e-mail address) provided therein.

The complainant may act in person or through a representative. The representative must provide RE/MAX Affiliate with credible evidence of his/her right to represent the complainant. The power of attorney must be in the form of a public or private document with full probative value. If a notarial record is made, the name of the person filing the complaint must be listed next to the name of the complainant acting as the complainant's authorized representative. In the absence of a power of attorney, the complainant may address the complainant directly.

7. How to investigate the complaint?

The complaint will be investigated taking into account all relevant circumstances. The procedure for investigating the complaint will depend on how the complaint was made.

The investigation of and response to the complaint is free of charge and RE/MAX will not charge the complainant a fee. Complaints by telephone are handled on a non- premium rate telephone number.

The notification must provide for:

- to restore the lawfulness or the public interest or to take any other necessary measures,
- on the correction of the causes of detected errors,
- remedy the damage caused, and
- initiate prosecution where justified.

A. Verbal (in person or by phone) complaint investigation:

A verbal complaint made in person or by telephone is promptly investigated and, if possible, promptly redressed by the person to whom the complaint was made.

If an immediate investigation is not possible or does not lead to a result, in particular if the complainant does not agree with the handling of the oral complaint, the person authorised to register the complaint shall record the complaint and his/her position on it (Annex 2) and provide the complainant with the information necessary to identify the complaint.

Give a copy of the report to the complainant immediately or, in the case of an oral complaint by telephone, send it to the complainant together with the substantive reply.

The RE/MAX concerned shall provide a unique identification number to the RE/MAX concerned for oral complaints made by telephone or by electronic communication services.

B. Investigation of a written complaint:

RE/MAX will also accept written complaints submitted on the Complaint Form (Annex 1) or in any other form.

If the complainant sends the written complaint to a person other than the person authorised to receive it or hands it in to a person other than the person designated to receive it at the Office, the person who receives the complaint will forward it to the competent person immediately upon receipt.

In the case of a written complaint made in person at the RE/MAX Office, the **complainant must be informed** of the identity and contact details of the person who will act further.

If further information is needed to investigate the complaint, in particular information necessary to identify the complainant in relation to the legal relationship that is the subject of the complaint, the representative of the RE/MAX Affiliate concerned will contact the complainant without delay.

8. When and how to respond to a complaint?

A. In the case of a **verbal complaint**: immediately (see "V. Investigation of the complaint", point 1)

B. For **written complaints**:

The RE/MAX Affiliate entitled to respond to a written complaint shall respond in writing no later than thirty (30) days after receipt of the complaint, either by mail, e-mail or in person, as requested by the complainant.

You will be informed of the outcome of the investigation of the complaint, together with a clear, precise and comprehensible statement of the reasons.

In its substantive response to the complaint, RE/MAX will provide details of the outcome of the full investigation of the complaint, its action to resolve or redress the complaint, the reasons for rejection of the complaint, and the remedies available to address the complaint.

C. For a **baseless (bad faith) complaint**:

In the case of clearly unfounded reports (e.g. anonymous report every 2 days on the same case), the complaint may not be investigated. Reports may be made with or without a name, but the merits of anonymous reports may also be disregarded unless they indicate a serious breach of rights or interests.

The person against whom the complaint has been made may also be informed of the investigation - but he or she may not know the identity of the person making the complaint.

9. Rejection of the complaint, legal remedies

RE/MAX will investigate, respond to and resolve complaints in a customer-centred, consumer-friendly manner, and will consider and evaluate the complaint in a manner that is customer-friendly and resolves the

complaint fully and to the satisfaction of both parties. RE/MAX will use its best efforts to avoid disputes as far as possible in the circumstances.

If a complaint is rejected, the RE/MAX Affiliate concerned must state in its response the reasons for its position and inform the consumer of the authority or conciliation body to which the complaint may be submitted for redress, depending on the nature of the complaint..

The information must also include the location, telephone and internet contact details and the postal address of the competent authority or conciliation body in the consumer's place of residence or domicile. The information should also include whether RE/MAX will use the conciliation procedure to settle the consumer dispute.

- In order to settle a dispute (consumer dispute) concerning the quality of the service provided by RE/MAX and the conclusion and performance of the contract out of court, the consumer may apply to the conciliation body of the place of residence or domicile. The consumer protection procedure can be initiated in writing to the district office responsible for the area.
- If the complaint is rejected or if the statutory time limit of 30 calendar days for responding to the complaint has expired without result, the complainant may bring an action before the competent court in accordance with the rules of the civil procedure in force at the time.

10. What records must be kept and by whom?

Each RE/MAX Affiliate shall assign a unique identifier to each complaint it receives and shall keep an up-to-date electronic record of the complaint and the action taken, including: a) the name of the complainant (and his/her representative);

- a) the complainant's home address (or registered office in the case of a non-natural person), postal address, telephone number, e-mail address;
- b) the place, method and time of lodging the complaint;
- c) a description of the complaint;
- d) an indication of the event or fact which is the subject of the complaint;
- e) the number of the contract complained of;
- f) a description of the action taken to settle or resolve the complaint and, in the event of refusal, the reasons for the refusal;
- g) the time limit for the execution of the measure, the name of the person responsible for its execution;
- h) the date of the reply to the complaint.

11. Rules on data processing in relation to complaints

a) The data controllers and the way the data are processed

Personal data relating to complaints made to RE/MAX Affiliates will be processed in accordance with the Franchise Owner's Privacy and Data Notice in effect from time to time.

Given that HT Estates Ltd. is the Franchise Owner and operator of the entire RE/MAX Real Estate Franchise Network, HT Estates Ltd. will process the data of all complainants who come into contact with the RE/MAX Real Estate Franchise Network.

The Franchise Partner will only process the data of complainants with whom it has a legal relationship and who address their complaints directly to it.

The real estate agent will only process data of complainants with whom it has any legal relationship and who address their complaints directly to it.

The personal data of a whistleblower who reveals his or her identity must not be disclosed to persons other than those investigating the whistleblower's identity. The investigators are required to keep the personal information confidential and may not share it with any other RE/MAX entity or any of its employees or partners. Personal data of data subjects which are essential for the investigation of a complaint may only be processed for the purpose of investigating the complaint and remedying or stopping the conduct which is the subject of the complaint.

b) Scope of personal data processed

In addition to the information listed in Section 10 (Complaint Handling Records), the RE/MAX Affiliate affected by the complaint may request the following information from the complainant in the course of the complaint handling process:

- a) the claim of the complainant,
- b) copies of any documents in the complainant's possession which are not available to the home office/RE/MAX Office and which are necessary to substantiate the complaint;
- c) in the case of a complainant acting by proxy, a valid and effective power of attorney in a document having the force of law;
- d) other information necessary to investigate and respond to the complaint.

c) Legal basis for data processing

The legal basis for the processing of data relating to a complaint is the fulfilment of a legal obligation to which the controller is subject and the legitimate interests of the controller and the complainant..

d) Duration of data processing

The complaint and the response will be kept by the RE/MAX member concerned for 5 (five) years.

12. Publication and amendment of the Rules

RE/MAX Affiliates shall post this Complaints Handling Policy in their own offices/ RE/MAX Offices open to customer traffic.

HT Estates Ltd. will ensure the regular review and updating of the policy in accordance with the current legal requirements and in order to manage customer needs as efficiently as possible. Amendments will only take effect after publication..

These Rules shall enter into force on 01 June 2024 and shall remain in force until revoked.

Annexes:

- Complaint form
- Record of complaint

Unique identification number of the complaint:.....

1st Annex

COMPLAINT FORM

(a written complaint about a service provided by the RE/MAX
Real Estate Franchise Network)

Name of the complainant:

Name of the complainant's representative:

**Address (for non-natural persons: registered office), postal address, telephone number, e-mail
address of the complainant:**

.....

Office/area concerned:.....

Real estate agent/associate concerned:

Contract and BO number:.....

Place, time and manner of lodging a complaint:

The person receiving the complaint:

**A detailed description of the complaint (in the case of multiple complaints, each complaint should be
recorded separately so that it can be fully investigated and responded to):**

.....
.....
.....

List of documents and other evidence produced by the complainant:

.....
.....
.....

Continued on next page: yes/no (underlined)

Date:,

.....
(Complainant's signature, in person, on verbal complaint)

I have registered the complaint withLlc. (address:
..... represented by:

Date:,

.....
(Signature of the person receiving the complaint)

Continuation of previous page:

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

Attached documents:

.....
.....
.....
.....

Date:,

.....
(Complainant's signature, in person, on verbal complaint)

I have registered the complaint withLlc. (address: represented by:

Date:,

.....
(Signature of the person receiving the complaint)

Unique identification number of the complaint:.....

2nd Annex

RECORD OF THE COMPLAINT

(the service provided by the RE/MAX Real Estate Franchise Network
in the event of a verbal complaint about the service, if it cannot be answered immediately)

Name of the complainant:

Name of the complainant's representative:

**Address (for non-natural persons: registered office), postal address, telephone number, e-mail
address of the complainant:**.....

Office/area concerned:.....

Real estate agent/associate concerned:

Contract and BO number:.....

Place, time and manner of lodging a complaint:

The person receiving the complaint:

**A detailed description of the complaint (in the case of multiple complaints, each complaint should be
recorded separately so that it can be fully investigated and responded to):**

.....
.....
.....

List of documents and other evidence produced by the complainant:

.....
.....
.....

Continued on next page: yes/no (underlined)

I have registered the complaint with Llc. (address:
..... represented by:

Date:,

.....
(Signature of the person receiving the complaint)

The complaint recorded corresponds in all respects to the allegations I have made.

Date:,

.....
(Complainant's signature, in person, on verbal complaint)

Continuation of previous page:

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

Attached documents:

.....
.....
.....
.....

I have registered the complaint withLlc. (address:
..... represented by:

Date:,

.....
(Signature of the person receiving the complaint)

The complaint recorded corresponds in all respects to the allegations I have made.

Date:,

.....
(Complainant's signature, in person, on verbal complaint)