

## Claim procedure :

All original documentation / certified copy must be sent by post to HQ address in N17GU - London (UK) - Wenlock Road 20-22 and for Romanian market to "" The communication of procedural documents/correspondence is in the Municipality of Bucharest, Bd. Primaverii no. 19-21, Stair B, Floor 3, Apartment 35, Sector 1 within Primavera Plaza, respectively at Ramona Aldea Law Office [www.springlawyers.ro](http://www.springlawyers.ro) "" and a copy by email to [claim@zklinvest.co.uk](mailto:claim@zklinvest.co.uk) .

Said documents must prove, without any doubt, that all actions to avoid said claim for compensation have been carried out in the correct manner and time by the claiming beneficiary.

Upon receipt of the claim request, with attached documentation, you will be notified of the name of the person responsible for managing the claim.

The claim manager will first assess whether the guarantee is in force or not, also by virtue of failure to comply with the general conditions attached to the guarantee.

Subsequently, the issuing company will appoint its own expert who will investigate the compensation request.

The expert report will then be notified to the beneficiary with an attached liquidation proposal from the issuing company.