

ANNUAL REPORT OF REQUESTS AND COMPLAINTS 2015 - 2019

TNT Express monitors closely certain quality indicators related to shipment delivery times, counting and recording customer service requests and evaluating results (post-management). Based on the findings, corrective actions are taken to ensure proper and quality customer service.

TNT Express in the context of providing postal services under a special license and in accordance with EETT's decision. No. 686/065 "Regulation of Special Licenses for Postal Services" (Government Gazette B 1876 - 31/07/2013) informs about the number of service / complaint requests resolved for the years 2015-2019. The following table shows the aggregated picture of these cases managed by the company and how they were resolved:

Year	2015	2016	2017	2018	2019
Number of complain requests	2	2	2	5	0
Total Number of Shipments	61.780	52.160	43.770	22.469	24.500
%	0,0032%	0,0038%	0,0046%	0,022%	0%

Complain Requests types	2015	2016	2017	2018	2019
Delayed Delivery	100%		100%	80%	
No-delivery		50%		20%	
Transport cost		50%			
Resolutions	Customer communication and application of regulations.	Customer communication and application of regulations.	Customer communication and application of regulations.	Customer communication and application of regulations.	

TNT Express responds promptly to complaints regarding mail-order performance, with the aim of providing high quality customer service always adhering to the requirements of the Code of Conduct and Legislation.

In this context, TNT Express has a customer service direct numbers which responds directly to their requests.

The overall management of requests is carried out by the Special Services department, which controls both the accuracy of deliveries and delivery times through its project management platform.

The time taken to investigate and respond to requests does not exceed an average of five (5) business days from the date of complaint receipt. Where necessary, the investigation and response time shall vary based on time required.