

Conditions of providing legal services by law firm Frank Bold Advokáti, s.r.o.:

1. What is included in the legal services provided by our law firm?

We provide our clients with legal services, which primarily mean representation of the client before the courts and administrative authorities, drafting contracts and depositions, dealing with the client, counterparty, other involved parties or media, and the preliminary legal analysis of the case which the client contacted our law firm with. We process the preliminary analysis for the client's internal use, unless it is expressly agreed with the client that the analysis is for publication. Negotiation means both personal contact and communication using the telephone, e-mail, fax or other means of remote communication.

2. Who provides legal services at the law firm?

The law firm provides clients with legal services through its lawyers, permanently cooperating lawyers, legal clerks, and if appropriate, other colleagues or employed students from law faculties. At our law firm, we take great care to ensure that our lawyers share and exchange experience, and that the outcome is always high-quality work.

3. How is written output sent?

In order to reduce environmental impact and improve speed and efficiency, we prefer electronic communication. We communicate with authorities and courts via data boxes. We send our clients written outputs via e-mail, unless they expressly desire sending via post. All electronic documents are sent in a format compatible with the most common software equipment (doc., pdf.).

4. What is the billed rate for legal services?

The rate for provided legal services is agreed individually with clients and billed for every started ten minutes for individual act of a legal service. Regardless of the scope of the provided legal services, the total remuneration for all legal service acts provided to one client in one case is minimally CZK 2000 incl. VAT. Legal work at our firm, in particular research and simple legal submission, is also performed by employed students of law faculties, whose work is billed to our clients at a single reduced hourly rate of CZK 450 + VAT (i.e. CZK 544.50 incl. VAT). If we set the scope of legal services as an estimate, it is not possible, due to the nature of such services, to ensure absolute accuracy. For this reason, the time needed to perform the required legal services may be up to 25% higher than the estimate, which we do not consider a substantial increase of the original estimate which would require your consent. We always bill only the time actually spent assessing and

resolving your case. The scope of legal services stipulated in the preliminary offer may change based on the quantity of information and references provided by the client, which would need to be assessed by us. We will naturally inform you of any increase of the original scope, and will request your consent in this case.

5. How is lost time billed?

If we do not provide legal services at our law firm's office, we will require compensation for time spent travelling to and from the place where legal services were provided, and compensation for time lost due to delays in starting the meeting with the client, counterparty or other persons, or hearings before the court or administrative authority, if the delay was not caused by the law firm. The rate for compensation of lost time is equal to one third of the rate for legal services.

6. How are cash expenses billed?

If the arrangement of certain matters for the client requires cash expenditures (in particular travel expenses), we only bill expediently incurred costs. If the law firm uses an automobile for this purpose, travel expenses are billed at the price of CZK 9 per 1 kilometre.

7. Does the law firm require an advance?

The law firm is authorised to condition the provision of legal services by the payment of an advance in specific cases. The paid advance is then duly billed to the client in the invoice.

8. How are legal services invoiced?

The law firm invoices legal services provided to clients usually on a monthly basis, or after performing a certain action, based on an electronic tax document sent to the client's e-mail address. The maturity of invoices is at least 14 days from sending the invoice to the client. We note that our law firm is a VAT payer, and value added tax pursuant to the valid regulations at the time of invoicing will be added to the agreed contractual remuneration, compensation of cash expenses and compensation for lost time.

9. What happens if you don't pay on time?

We understand that the payment for legal services may accidentally be delayed, or that our client may find themselves in financial difficulty. If you contact us immediately in such a case, we are ready to resolve the situation flexibly (e.g. by means of an instalment schedule

or provision of security, e.g. a guarantee from a third party). However, if we do not agree on a solution within 14 days from the maturity date of the invoice, you undertake to pay us statutory default interest, and starting from the 15th day of delay, also a contractual penalty of 0.1% of the owed amount for every started day of delay.

10. How can you make a complaint concerning legal services that have been provided?

Quality and professional services for our clients are our priority. The client is authorised to make a complaint regarding the quality and quantity of provided legal services in writing immediately after their provision by contacting the law firm. If a fault is found, the law firm will take all the necessary steps to rectify the situation.

11. Do special rights apply to consumers?

In cases when the contract is concluded remotely or outside of the law firm, clients who are considered consumers under legal regulations have the right to withdraw from the contract without giving a reason, within 14 days after acceptance of the offer. All clients - consumers may exercise the free, out-of-court resolving of any dispute, which could arise in the future from the contractual relationship between them and our law firm. In this case, they may contact the Czech Bar Association (www.cak.cz) with a motion to commence out-of-court resolution of the dispute. As a rule, this resolution should be concluded within 90 days from commencement. The requirements for the motion are stipulated in Section 20n of the Consumer Protection Act.

12. Is the law firm insured?

If the law firm causes the client damage by a culpable breach of its obligations, it is obliged to claim it from its insurance of liability for damages. The law firm is insured up to an indemnity limit of CZK 150,000,000.

13. How do we handle and protect clients' personal data?

In accordance with our principles of personal data protection.

14. Did you know that in some cases, we are an obliged party and what this means for you?

In the cases stipulated in Section 2(1)(g) of Act No. 235/2008 Coll., on certain measures against the money laundering and financing of terrorism (hereinafter referred to as the

“Act”), we are an obliged party. This particularly refers to situations of safekeeping e.g. money, securities or other property for you, or if the services you requested are to consist of acting on your behalf or to your account when arranging the purchase or sale of real estate or a business enterprise, managing money, securities, ownership interests or other assets, the foundation, management or operation of business corporations, or collection, payments, transfers, deposits or withdrawals made in cashless or cash payment transactions (hereinafter referred to as “monitored activities”). When performing monitored activities, we are obliged to identify you by the means specified in Section 8 of the Act, in cases to which the identification obligation pursuant to Section 7 of the Act applies. In the cases pursuant to Section 9(1) of the Act, we are also obliged to control the client, in order to assess the degree of risk connected to the particular client and detect suspicious transactions. The requirements of such control are defined in Section 9(2) of the Act. You provide us with information and submit the documents to conduct identification or control. Identification and control require your active cooperation: if you refuse to cooperate, we must not accept your property, are obliged to refuse to perform the transaction or terminate the client relation. In connection to your identification and control, we are also obliged to determine the beneficial owner of a legal entity entered in the public registry or trust fund entered in the trust fund registry. If we detect a suspicious transaction pursuant to Section 6 of the Act when performing monitored activities, we are obliged under Section 18 of the Act to report this to the Czech Bar Association, which submits the case to the Financial Analytic Authority.

These conditions are valid from 1 March 2019.