

Customer Charter

18 August 2021



- 1.** We believe in the vision of a world where everyone can achieve their goals. It is our **promise** to grant a great number of people responsible access to financial resources. In doing so, we often empower people to realize their goals who are wrongly excluded by traditional institutes. This is how we promote financial inclusion.
- 2.** We stand for an excellent **customer user experience** through the use of modern technologies and personal advice. Our lending process is quick, easy and straightforward and generally 100% digital.
- 3.** Our **technology** is based on the advantages of state-of-the-art data-driven processes ('AI - Artificial Intelligence'). Using a large number of data points, auxmoney's proprietary models are able to calculate risks more precisely and in a more differentiated manner than traditional methods. The models we use are subject to strict controls, also to exclude implicit discrimination ('bias') by algorithms and to ensure the ethical use of AI.
- 4.** Our **products** meet the highest standards in terms of transparency and comprehensibility. In brokering loan offers, we use clearly understandable language for all customer groups. Additional information is provided by qualified and trained customer service staff. No information relevant to the customer's decision, in particular information that is disadvantageous for the customer, is withheld or misrepresented.
- 5.** We always act responsibly when **granting loans**. Every loan request is checked regarding its affordability for the customer. If there is reasonable doubt about the ability to repay, we are not brokering a loan offer. If our customers experience payment difficulties after taking out a loan, we assist our customers and develop individual solutions together to provide sustainable help.
- 6.** We believe in the **personal responsibility** of our customers. Therefore, we support our customers in improving their creditworthiness over time. For this reason, we provide information on the topic of financial wellbeing and the lending process. In addition, we cooperate with debt advisors and ensure that customers and prospective customers are best informed about the risks of borrowing.
- 7.** Our **customer service** is collaborative and based on eye level. We do not exert any kind of pressure (such as tight time limits on loan offers) and help our customers to choose the products that are right for them. All customer processes and our self-imposed quality standards are described in our "Customer Service Handbook" and regularly checked for effectiveness and potential improvement. Our customer service representatives are trained regularly and with a view to providing the best responsible customer advice.
- 8.** All customer data are treated with the greatest care. We pursue highest **data protection and security standards**.

- 9.** The determination of **interest rates** is based on the customer's risk assessment. It is our goal to sustainably reduce the interest charge for our customers. On the basis of the experience gained with our customers, we can usually both extend the financial scope of our existing customers and offer them lower interest rates.
- 10.** We charge **fees** for the brokerage of loans and in case we incur additional expenses (e.g., in the event of default). We are transparent at all times and inform our customers in advance about the fees associated with borrowing as well as about ways of avoiding additional costs.
- 11.** Our goal is market-leading **customer satisfaction**, which we assess regularly in the form of the Net Promoter Score. We continuously obtain feedback from our customers which we incorporate in a structured manner into our continuing development. Questions or complaints from customers are usually managed within 48 hours.