

Rules of the VR Complaints Committee

Article 1 The Role of the Complaints Committee.

1.1 The role of the VR Complaints Committee is to rule on complaints received from VR's shareholders regarding decisions made by VR's employees.

Article 2 Committee Composition.

2.1 The Board of VR appoints three people to the committee and three alternates.

2.2 The term of appointment of Committee members is two years.

2.3 The Chairman of VR is authorised to appoint experts to the Committee when ruling on individual cases.

Article 3 Complaint.

3.1 VR members may appeal decisions that concern their rights or entitlements to the Complaints Committee.

3.2 The appeal deadline is three months from when the complainant became aware or could have been aware of the relevant decision.

3.3 Complaints to the committee must be in writing and signed. It must be submitted on a special form that is available on the VR website.

Article 4 Procedure.

4.1 The Committee must hold regular meetings so that cases are dealt with as quickly as possible.

4.2 The Committee's decisions shall be in writing and reasoned.

4.3 The Complaints Committee shall ensure that the member has the opportunity to comment on the content of the case before

the Committee renders its decision.

4.4 The Committee's decisions must state:

1. who are the parties to this case
2. the complaint and arguments of the complainant

4. Justification and conclusion of the Committee

4.5 The Act on Administrative Procedure must be taken into account during the Committee's proceedings.

Article 5 Prompt Handling.

5.1 The Committee issues a decision as soon as possible, and no later than one month after the complaint and case documents were received by the Committee.

Article 6 Disqualification.

6.1 The qualification of Committee members to process a case is governed by Section II of the Administrative Procedures Act.

Article 7 Registration.

7.1 The Committee must keep a record of cases received and the processing of cases.

Article 8 Legal Implications.

8.1 The decisions of the Committee are final and will not be considered for further review by VR.

Article 9 Establishment, Entry Into Force, and Amendments.

9.1 The Rules of Procedure of the Complaints Committee are established by the Board of VR and they enter into force from the date of their approval. Amendments to these rules will only be made by the VR Board.

These Rules were approved at the meeting of the Board of VR held on 13 May 2015 and entered into effect on that date.