
**PUBLIC OFFER FOR THE CONCLUSION OF A CONTRACT FOR THE
PROVISION OF LEGAL SERVICES "ADVA"**

PREAMBLE

**The procedure for concluding the Contract,
the parties to the Contract**

The document, the provisions of which are set out below, in accordance with Articles 633, 641 of the Civil Code of Ukraine is a Public Contract on the provision of legal services "ADVA" (hereinafter - the Contract).

This Contract is addressed to all individuals who wish to use the Services and have the technical ability to receive the Service.

The parties to the Contract are the Service Administrator, the Contractor and an able-bodied individual who has applied for the conclusion of the Contract (hereinafter - the Client).

The Client is acquainted with the Contract by posting its current version on the Site at: www.adva.org.ua or in the application for mobile devices.

The Contract shall enter into force on the date of its publication on the Site or in the application for mobile devices and shall be valid until the date of publication of the application for withdrawal of the Contract. This Contract may be unilaterally amended by the Service Administrator at any time.

Full and unconditional acceptance (acceptance) of the terms of this Contract is the implementation by the Client of implicit actions: registration on the Site or in the application for mobile devices, marking (ticking) of agreement with the terms of this Contract and prepayment for Services.

The annexes to the Contract are:

Rules for the provision of legal services



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CONTRACT FOR THE PROVISION OF LEGAL SERVICES "ADVA"

1. DEFINITIONS OF THE CONTRACT

Service Administrator - Limited Liability Company "ADVA Service" (USREOU code 44213033; location of the legal entity: Ukraine, 03057, Kyiv city, Hetman Vadym str., House 6, letter A, room GA6-02), which carries out the relevant program administration -hardware complex. The Service Administrator performs the following functions: filtering incoming Requests; interaction between the Client and the Contractor; settlement of disputes during the work on the Request; quality control of services provision; other functions necessary for the most efficient operation of the Service.

Acceptance - the performance by the Client of actions that indicate the full, unconditional, unconditional acceptance by the Client of the Contract, which is carried out automatically by concluding an Insurance Contract with PJSC "UASK ASKA".

Contractor - a natural person-entrepreneur, self-employed lawyer or legal entity registered in accordance with the procedure established by law, who has the right to provide Services under this Contract independently or with the involvement of third parties on the basis of an agreement concluded with the Service Administrator.

Contract - an agreement between the Service Administrator, Contractor and the Client, which is concluded in the form of acceptance, by performing implicit actions: registration on the Site or in the application for mobile devices, marking (ticking) agreement with the terms of this Contract and prepayment for Services. The contract is concluded in writing on the basis of the provisions of Part 2 of Art. 642 of the Civil Code of Ukraine. Pursuant to the Contract, the Service Administrator is obliged to find a Contractor upon the Client's request to provide the Service, and the Contractor undertakes to provide the Service to the Client at his request.

Request for a Service (request) a request of the Client aimed at obtaining the Service, which contains all the necessary information for the provision of the Service.

The client is an individual who has concluded an Insurance Contract with PJSC UASK ASKA.

The personal account is a personal section, located on the Website, accessible only to the Client. Personal Account is available to the Client during the term of the Agreement and after its expiration.

If, in order to provide the Service, a Specialist needs to study specific materials (documents, other materials) related to the Client's legal situation and/or additional data is needed for a request previously specified by the Client, the Client sends these materials and data at the request of the Contractor via Personal Account or using the Telegram messenger..

The Service Package is a certain set of Services provided by the Contractor to the Client on the basis of this Contract, has its own features, terms of service and validity period,

Services - ADVA services for the Contractor to provide the following types of legal services: oral legal advice; preparation of a package of documents.

Services are provided in the following areas: family law, labor law, social security, inheritance law, housing law, real estate agreements, activities of associations of co-owners of apartment buildings (condominiums) and housing cooperatives, road accidents (accidents) and administrative liability, business activity and tax law, credit relations, criminal law, procedural law.

Oral Legal Advice is an activity of the Contractor to provide the Client with a service provided by the Specialist orally and consists in explaining the essence of the rules of law governing relations upon request, possible risks, methods and ways to address them within the current legislation of Ukraine.

"Preparation of a package of documents" service - the Contractor's activity to provide the Client with a service, the result of which is the receipt by the Client of a draft document necessary to resolve the Client's question (statement, complaint, letter, claim, etc.) and clarifications on further use of such document.

Service is a software and hardware complex for providing a communication channel between Clients and Contractors for the purpose of providing Services on the Internet in real time (online) and the administrator of which is the Limited Liability Company "ADVA Service".

The specialist is an employee of the Contractor or a third person engaged by the Contractor on the basis of a separate service agreement, who has the necessary qualifications and directly provides services under this Contract.

Internet is a worldwide public access information system that is logically connected by a global address space and is based on an Internet protocol defined by international standards.

Website is the official communication channel with clients on the Internet www.adva.org.ua

The period of receipt of services is the period during which the Client has the right to apply to the Service Administrator for the Services of the Contractor, the course of which begins from the date of receipt by the Service Administrator of payment for the selected Services under this Contract.

SMS is short message service, a technology that allows to send and receive text messages using the services of a mobile operator by using corresponding mobile (cellular) phone.

The Customer Service Center (CSC) is a 24-hour communication channel accessible by phone: 0-800-75-03-54. Payment for making calls to the specified phone number is made by the Client according to the tariffs of the Client's telephone operator.

All other terms, the meaning of which is not defined by this Contract, are used in this Contract in the meanings that are defined in accordance with the regulatory legal acts of Ukraine.

2. SUBJECT OF THE CONTRACT

- 2.1. In accordance with the terms and conditions of this Agreement, the Service Administrator is obliged to find a Contractor upon the Client's request to provide the Service, and the Contractor undertakes to provide the Service to the Client at his request.
- 2.2. The provision of services is carried out in accordance with the Rules for the Provision of Legal services "ADVA" (hereinafter - Rules), which are Annex No. 1 to this Contract.

3. THE PROCEDURE FOR DRAWING UP THE CONTRACT

- 3.1. To enter into the Agreement, the Client must read the terms of the Agreement and make an Acceptance.
- 3.2. Acceptance of the offer to conclude the Agreement is carried out by concluding/signing by the Client of the Insurance Contract with PJSC "UASK ASKA".

4. RIGHTS AND LIABILITIES OF THE CLIENT

4.1. The Client has the right to:

- 4.1.1. receive proper quality services from the Contractor;
- 4.1.2. notify the Service Administrator of all cases of non-provision of Services or provision of Services of improper quality.

4.2. The Client undertakes to:

- 4.2.1. provide the Service Administrator with complete, reliable information necessary for the latter to identify the Client and provide him with the Services under the Contract;
- 4.2.2. use the purchased Services of the Contractor personally;
- 4.2.3. do not allow unauthorized persons to use the Services;
- 4.2.4. not resort to the Service Administrator for obtaining services for legal relations in which the counteractant is a partner of the Service Administrator or Contractor and/or the Service Administrator or Contractor, as a result of

the provision of which a "conflict of interests" may arise and/or damage may be caused to the partner of the Service Administrator or Contractor and/or the Service Administrator or Contractor;

at the same time, "conflict of interests" means those cases of providing Services when the Service Administrator knows or should know that the Client's question is asked about the actual situation of the legal relationship, the parties to which are a partner (contractor) of the Service Administrator or the Contractor and the Client, or Services related to the representation of the Client's interests before the partner (contractor) of the Service Administrator or Contractor, when the Service Administrator knowingly knows that the party (legal entity) is a partner (contractor) of the Service Administrator or Contractor (hereinafter - "conflict of interest");

- 4.2.5. get acquainted with the content of this Contract, including in open access on the Internet Website or in the mobile application;
- 4.2.6. not violate the requirements of the legislation of Ukraine, as well as generally accepted norms of morality when appealing to the Contractor for receiving services.
- 4.2.7. inform the Service Administrator within two working days about changes in the information provided by the Client at the conclusion of this Contract (postal address, contact details, mobile phone number, email address, etc.) and which were specified by him when registering on the Website or in the mobile application;
- 4.2.8. comply with other duties stipulated by this Contract and the legislation of Ukraine.

5. RIGHTS AND OBLIGATIONS OF THE SERVICE ADMINISTRATOR

5.1. The Service Administrator has the right to:

- 5.1.1. refusal of the Client (without additional notice) to provide the Services after the expiration of the Term for receiving the Services;
- 5.1.2. make changes and additions to the terms of the Contract and its annexes;
- 5.1.3. store and process the information he receives from the Client;
- 5.1.4. to record audio telephone conversations, record oral and video consultations with the Client when he addresses the Contractor, when the Specialists address the Client, as well as to use audio and video recordings to confirm the fact of such a request. By joining this Contract, the Client provides the Service Administrator with irrevocable written consent to make such sound and video recording.

- 5.1.5. communicate with the Client through the Client's Personal Account on the Site, as well as using available communication channels: telephone calls, SMS messages, mailings, e-mails, through social networks, messengers, etc .;
- 5.1.6. to check the information provided by the Client, as well as the fulfillment by the Client of the terms of this Contract;
- 5.1.7. suspend the provision of Services to the Client for the period of verification of the Client's compliance with the terms of the Contract upon detection of reasonable suspicion of violation by the Client of the provisions of this Contract;
- 5.1.8. refuse to provide the Client with the Services in cases when:
 - 5.1.8.1. The Client violates the terms of this Contract;
 - 5.1.8.2. receipt of Services is caused by illegal interests of the Client;
 - 5.1.8.3. provision of the Service will cause violation by the Service Administrator and the Contractor of the requirements of the current legislation of Ukraine, as well as the norms of morality accepted in the society;
 - 5.1.8.4. the provision of Services violates the rights and legitimate interests of the Service Administrator and the Contractor;
 - 5.1.8.5. the provision of Services will cause a "conflict of interest" (clause 4.2.5 of the Contract).
- 5.1.9. The Service Administrator reserves the right at any time and without explanation to refuse to provide the Services to the Client, and to return the funds paid by the Client for the purchased Services.
- 5.2. The Service Administrator also has other rights provided by this Contract and/or current legislation of Ukraine and/or rights that correspond to the obligations of the Client provided by this Contract and/or current legislation of Ukraine.
- 5.3. **The Service Administrator is obliged to:**
 - 5.3.1. to involve the Contractor for the provision of Services to the Client and to transfer to him the prepayment received from the Client for the Services;
 - 5.3.2. to inform the Client about any circumstances that prevent the provision of Services in accordance with the terms of this Agreement.

6. RIGHTS AND OBLIGATIONS OF THE CONTRACTOR

6.1. The Contractor has the right to:

- 6.1.1. transfer from the Service Administrator of the prepayment received from the Client for the provision of Services;
- 6.1.2. receiving from the Service Administrator and the Client the information necessary for fulfillment of their obligations under the Agreement.

6.2. The Contractor is obliged to:

- 6.2.1. to provide quality and timely services to the Client;
- 6.2.2. to pay the Service Administrator a commission in the manner and amount established by a separate agreement between the Service Administrator and the Contractor.

7. PAYMENT FOR SERVICES PROCEDURE

- 7.1. By making the Acceptance, the Client instructs PJSC "UASK ASKA" to pay for the Service Package at the expense of the Client's insurance payment. The procedure and conditions of payment for Service Packages are determined by a separate agreement between the Service Administrator and PJSC "UASK ASKA".

8. INTELLECTUAL PROPERTY RIGHTS

- 8.1. The Client has the right to use the information and documents received by him as a result of providing the Services by the Contractor exclusively for personal purposes and for his own needs.
- 8.2. The Client does not have the right, without the written consent of the Contractor, to place in the public domain (otherwise distribute) the results of the provision of the Contractor's services, as well as to use them for commercial purposes.

9. LIABILITY OF THE PARTIES

- 9.1. The Client and the Contractor are responsible for violating the terms of this Agreement in accordance with the current legislation of Ukraine.
- 9.2. The Contractor and Service Administrator is not responsible for the quality of the services provided if the information received from the Client is false and/or incomplete.
- 9.3. The Contractor does not guarantee the absolute faultlessness of the Services and does not guarantee that any information in the provided services is faultless. The Contractor shall make all reasonable efforts and take measures to prevent this. If the Client discovers mistakes or inaccuracies in the received

information that occurred due to the fault of the Contractor, the Contractor will correct the mistakes made free of charge as soon as possible.

- 9.4. The Contractor is not responsible for direct or indirect damage caused to the Client as a result of the use or inability to use the Services or incurred as a result of mistakes, inaccuracies, defects, violation of deadlines, delays in the provision of services or data transmission and for other reasons. The Client assumes full responsibility and risks associated with the use of the services received, including responsibility for evaluating the accuracy, completeness, and usefulness of the services received.

10. LIMITATION OF THE CONTRACTOR'S LIABILITY

- 10.1. The Contractor under no circumstances claims or provides an official interpretation of the provisions of the legislation of Ukraine and provides all services based on the accumulated experience of his or his specialist's, based on the provisions of the legislation of Ukraine, as well as the established practice of law enforcement. The Contractor's services are exclusively advisory in nature.
- 10.2. The Client understands and acknowledges that the discrepancy between the result of providing a particular service and the result that the Client wanted to get when applying for the corresponding service is not in itself the fact that the Contractor provided the Service of inadequate quality.

11. FORCE MAJEURE CIRCUMSTANCES

- 11.1. The Parties are released from liability to each other for non-performance or improper performance of the terms of this Contract if such non-performance or improper performance occurred during the period of force majeure.
- 11.2. Force majeure circumstances are circumstances that arose as a result of events of an extraordinary nature that could not be foreseen and which the Parties could not prevent, for example, fires, floods, storms, dust storms, earthquakes, droughts, or other natural phenomena, as well as wars, restrictions or sanctions of any states that occurred de jure or de facto, actions or refusals of any state authorities, blockades, strikes, sabotage, disorder, riots, flight delays, other actions or events, provided that these circumstances affect the fulfillment of contractual obligations by the Party and there is no fault of the Party in their occurrence preventing Parties from fulfilling their duties under this Contract.
- 11.3. If force majeure circumstances arise for one of the Parties under this Contract, it is obliged to inform the other party in writing about the presence of such circumstances that prevent the implementation of this Contract no later than seven days from the date of their occurrence. In case of opposite party's disagreement in attributing circumstances to force majeure, the issue of determining these circumstances as force majeure should be resolved by a

pecially authorized body (the Chamber of Commerce and Industry of Ukraine) by providing an act of confirmation of force majeure.

- 11.4. If there is no notification of force majeure, the Parties lose the right to refer to force majeure in case of non-fulfillment of their obligations under this Contract.
- 11.5. The deadline for the Party to fulfill its obligations under this Contract is postponed accordingly for the period during which such circumstances and their consequences were in effect.
- 11.6. If the force majeure circumstances last more than 14 (fourteen) days, each Party has the right to terminate this Contract unilaterally, having previously notified the other Party at least 7 (seven) days in advance. In this case, the Parties lose the right to demand compensation from each other for possible damage.

12. DISPUTE RESOLUTION PROCEDURE

- 12.1. All disagreements or disputes that may arise in relation to the conclusion and execution of this Contract will be resolved through negotiations. If an agreement for any reason is not reached during the pre-trial settlement (it necessarily includes, in addition to negotiations, the Client's submission of a claim in writing to the Service Administrator's address and consideration by the Service Administrator), then all disputes between the Service Administrator and the Client are reviewed in court in accordance with the current legislation of Ukraine.
- 12.2. The term for review of the Client's claim (other appeal) is 30 (thirty) calendar days from the date of receipt of the claim (other appeal) by the Contractor.

13. CONFIDENTIALITY. PROTECTION OF PERSONAL INFORMATION. PARTICIPATION IN PROMOTIONAL EVENTS

- 13.1. The Parties undertake not to disclose confidential information that relates to this Agreement. For the purposes of this Agreement, confidential information is considered to be classified in accordance with the current legislation of Ukraine, as well as directly designated by the other Party as confidential in writing. Obligations on non-disclosure of confidential information do not apply to cases when disclosure of confidential information is required in accordance with the legislation of Ukraine.
- 13.2. The Client unconditionally and without restrictions provides the Service Administrator with consent:
 - according to Article 6 of the Law of Ukraine on Personal Data Protection, to process and use his personal data for the provision of services, as well as for the

purpose of providing/offering him other services not provided for in this Contract;

- according to Article 14 of the Law of Ukraine on Personal Data Protection, to transfer a partial or full right to process and use his personal data by other subjects of relations involved by the Contractor on a contractual basis in the process of servicing the Contract in other cases provided for by the legislation of Ukraine.

By accepting this Agreement, the Client confirms that he/she has been informed by the Service Administrator about his/her rights as a personal data subject.

- 13.3. The Client agrees to the Service Administrator to send information to the phone number, email and/or postal address specified during registration on the Website, in accordance with the terms of this Contract. The Service Administrator is not responsible for the risks associated with sending information to the address specified by the Client.
- 13.4. The Client gives his consent to the Service Administrator to use the Service Administrator's information on the Client's location for his marketing purposes, provided that the Client has previously given permission to use information about his geolocation while using the Site or mobile application.
- 13.5. The Client provides the Service Administrator with his consent to receive information and advertising materials about the Contractor's services, promotions, and events related to the Service Administrator's activities by sending the relevant SMS messages and messages to the Client's e-mail.

The Client agrees to the free use of the information about himself provided to the Service Administrator for marketing and/or any other purpose by methods that do not contradict the current legislation of Ukraine (including by transferring to third parties), in particular, to the free use of the Client's name, surname, interviews or other materials about him for advertising/marketing purposes, including the right to publish (including his name) in the media, any printed, audio and video materials, interviews with the media, as well as for transmitting information, messages (including advertising) on the territory of Ukraine during the validity of the Contract, and such use will not be reimbursed by the Contractor and/or any third party.

The provision of such consent is considered within the meaning of Articles 296, 307, 308 of the Civil Code of Ukraine, Article 8 of the Advertising Act of Ukraine.

- 13.6. By joining this Contract, the Client provides the Service Administrator with his consent to participate in any promotional event held by the Service Administrator and related to his activities.
- 13.7. More detailed information concerning section 13 of this Contract is available on the Contractor's Website in the "Privacy Policy" section.

14. THE TERM OF THE CONTRACT. MAKING CHANGES AND ADDITIONS TO THE CONTRACT. TERMINATION OF THE CONTRACT

- 14.1. This Agreement is considered concluded between the Service Administrator and the Client after the Client has accepted the Contract.
- 14.2. The parties irrevocably confirm that this Contract was concluded on the basis of the principle of "freedom of contract", defined by Articles 6, 627 of the Civil Code of Ukraine. The Parties also irrevocably confirm that the provisions of this Contract are clear to them, are reasonable and fair.
- 14.3. The parties agreed on the application of the following procedure for changing and/or additions to the terms of the contract:
 - 14.3.1. Changes and/or additions to the terms of the Contract, the revision of the Contract in a new version can only be carried out by the Service Administrator unilaterally.
 - 14.3.2. The Service Administrator publishes a list of changes and/or additions to the terms of the Contract or a new version of the Contract on the Website.
 - 14.3.3. The changes and/or additions to the Contract or the new version of the Contract apply to all clients, including those who have concluded the Contract and purchased the Services, but did not use them before the entry into force of the changes and/or additions to the Contract.
 - 14.3.4. The Client assumes the risks and the obligation to independently monitor the list of changes and/or additions to the terms of the Contract or the new version of the Contract on the Service Administrator's Website.
- 14.4. The Client has the right to terminate the Contract within fourteen calendar days from the date of its conclusion.

To terminate the contract and get the refund, the Client applies to the CSC, whose responsible person sends the necessary form to the Client to fill out (<https://support.adva.org.ua/>) and explain the procedure for filling it out.

If for any reason the Client is unable to fill out the required form, he has the right to apply to the Service Administrator with a written request for termination of the contract and refund, a signed scan of which is sent by the Client to the Contractor's e-mail address or send a letter to the Contractor's postal address indicating full bank details, using the Ukrainian Postal Service or other postal services.

- 14.5. The Service Administrator has the right to terminate the Contract unilaterally at any time and without explaining the reasons, provided that the funds paid by the Client for the purchased package of services are returned to the Client.

15. ASSURANCES AND GUARANTIES

- 15.1. By signing this Contract, the Client guarantees that at the time of conclusion of this Contract:
- 15.1.1. the Client's legal capacity is not limited in any way, and he has the full, unlimited right to conclude and fulfill this Contract and be responsible for his obligations;
 - 15.1.2. all the Client's documents provided to the Service Administrator related to this Contract were submitted in their last completed state, and as of the date of their submission are completely reliable;
 - 15.1.3. The Client enters into this Contract, not under the influence of wrong belief, deception regarding circumstances that are of significant importance, as well as not under the influence of a difficult circumstance for him; the Client considers the terms of this Contract to be beneficial for himself; a misconception about the nature of this Contract, the rights, and obligations of the parties is essential; a mistake regarding the motives of the Contract is not essential;
 - 15.1.4. The Client does not intentionally misinform the Service Administrator about circumstances that are of significant importance; deception occurs if the party denies the existence of circumstances that may prevent the commission of the authorized person, or if it suppresses their existence;
 - 15.1.5. The Client enters into this Contract in accordance with his present expression of will without any physical or mental pressure from the Service Administrator or from third parties;
 - 15.1.6. The Client does not conclude this Contract as a result of a malicious agreement;
 - 15.1.7. all actions that are necessary for him to conclude this Contract and fulfill his obligations under it in accordance with the current legislation of Ukraine are duly performed;
 - 15.1.8. before signing, the Client has read all the terms of this Contract properly and in an accessible form, he understands them completely and equally with the Service Administrator, considers them fair, adequate, intelligent and has no objections.



16. BANK DETAILS OF THE CONTRACTOR

ADVA Service Limited Liability Company

Code of the Unified State Register of Enterprises and Organizations of Ukraine
44213033

Location of the legal entity: Ukraine, 03057, Kyiv city, street Hetman Vadim, house 6,
letter A, room GA6-02

Postal address: **Pushkinskaya str., 48 - 6/5, Odessa region, 65048, Odessa**

Bank details:

IBAN UA30 3808 0500 0000 0026 0027 4770 1

in Raiffeisen Bank JSC, MFO 380805

to the Contract on the provision of legal services "ADVA"**RULES
PROVISION OF LEGAL SERVICES "ADVA"****1. General Terms and Conditions**

- 1.1. These Rules for the provision of legal services "ADVA" (hereinafter - the Rules) are developed in accordance with the norms of the current legislation of Ukraine.
- 1.2. These Rules use the terms defined in the Contract for the Provision of Legal Services (hereinafter referred to as the Contract), to which these Rules are attached.
- 1.3. These Rules regulate the relations that arise between the Client, the Service Administrator and the Contractor and related to the conclusion of the contract and to the provision of services to the Client.

2. The procedure for the provision of Services

- 2.1. The services are provided by the Contractor around the clock.
- 2.2. To receive a certain Service from the Package of Services, the Client marks the Service that he wants to receive in his Personal Account on the Website or in a mobile application, or contacts the Contractor's Customer Service Center (CSC) by telephone.
- 2.3. When a Client requests to receive a certain Service from the Package of Services using a Personal Account on the Website or in a mobile application:
 - 2.3.1. In the dialog box " Your problem (question)", which appears after choosing the Service, the Client briefly describes the essence of the request (question).
 - 2.3.2. With the "Attach a file" function, the Client, if necessary and depending on the selected Service, can send the document necessary to provide him with the selected Service.
 - 2.3.3. After performing the described actions, the Client uses the "Contact" button to send a request to receive the selected Service to the Service Administrator.
 - 2.3.4. The Service Administrator forwards the Client's Request to the Contractor, whose Specialists directly provide the Services to the Client.
- 2.4. When a Client applies to receive a certain Service from the Package of Services via the CSC:

- 2.4.1. The CSC checks the Client's compliance with the Deadline for receiving services and whether the Client has an unused right to receive the ordered Service from the purchased package of services.
- 2.4.2. In case of non-compliance by the Client with the Deadline for receiving services, the CSC informs the Client about this.
- 2.4.3. If the Client receives the Services from the purchased package of services in full for the request, the CSC informs the Client about this.
- 2.4.4. If the Client applies within the Period for receiving services, if the Client has a right to receive the ordered Service from the purchased package of services, the CSC offers the Client to describe his request, then transmits the Client's Request to the Contractor, whose Specialists directly provide the Services to the Client.
- 2.5. If the Service requested by the Client requires a minor study of the circumstances (less than 30 minutes), the norms of current legislation and law enforcement practice, the Service is provided by the Contractor within 24 hours from the moment the Client sends the corresponding request.
- 2.6. If the Service requested by the Client requires a more significant study of the circumstances (up to 60 minutes), the norms of current legislation and law enforcement practice, the Service is provided within 36 hours from the moment the Client sends the corresponding request.
- 2.7. If the Service requested by the Client requires a more significant study of the circumstances (more than 60 minutes), the norms of current legislation and law enforcement practice, the Service is provided within 48 hours from the moment the Client sends the corresponding request.
- 2.8. The provision of the Service is carried out by a Specialist identified as responsible for providing the Service to the Client. Communication with the Client is carried out via the Client's Personal Account on the Website and/or by using telephone communication and/or e-mail.
- 2.9. The provision of the Service to the Client is confirmed by sending a notification to the Client via the Personal Account, after which the Service provided is written off according to the list of unused Services from the Package of Services purchased by the Client in the Client's Personal Account on the Website.

3. Control over the quality of services

- 3.1. The Service Administrator monitors the quality of services provided by the Specialists and their compliance with the general standards for the provision of legal services.



- 3.2. If the Client considers the Services provided to him of low quality and/or if the provided services do not meet the general standards for the provision of legal services, the Client has the right to appeal to the Service Administrator with a complaint using the means of telephone communication or e-mail published on the Website.

4. Final provisions

- 4.1. The Service Administrator has the right to unilaterally make changes and/or additions to these Rules at any time. Changes and/or additions to these Rules are made by the Service Administrator in accordance with the procedure for making changes and/or additions to the Contract.
- 4.2. The changes and/or additions to the Rules that have entered into force apply to all customers, including those who have concluded a contract and purchased a package of services, but did not fully use the Services from the package of services before the changes and/or additions to the Rules came into force.