

**Attachment 4**  
**Operating Rules for IPVD Code Administrator**

1º

The Portuguese Institute of Direct Sales (IPVD), under the terms of Article 8 g) of its Statutes, has set up the independent and impartial service of Code Administrator, who will begin his activities after being duly registered with the Consumer Institute as a registered entity for out-of-court resolution of consumer conflicts, according to the principles of fairness, and in a non-binding manner for interested parties.

2º

- 1) The office of Code Administrator shall always be occupied by a qualified person with the appropriate university education and recognized experience in the business fields of direct sales and consumer rights.
- 2) Dr. Luis Nandin de Carvalho has been named for a 3-year period as Code Administrator for IPVD.
- 3) The Code Administrator shall prepare a yearly report on his activities, to be presented at the IPVD Board of Directors meeting in March, to allow evaluation of the results obtained and to identify the nature of the complaints submitted.

3º

The services of the Code Administrator are headquartered at No. 10 – 4th Floor A, Edifício Fernando Pessoa, Rua General Ferreira Martins, in Miraflores.

4º

The role of the Code Administrator is to mediate and resolve out-of-court consumer conflicts which affect customers of businesses associated with IPVD or its employees.

- 2) The main objective is to provide, through the activity of the Code Administrator, a settlement of conflicting interests in a swift and equitable manner, reducing costs and period of resolution.
- 3) The secondary objective consists in providing, through the teaching activity of the Code Administrator, training in a culture of non-conflicting commercial relationships among the companies associated with IPVD and its customers, namely;
  - a) by improvement of contractual instruments;
  - b) by improvement in after-sales service and assistance;
  - c) by better preparation of direct sales professionals;
  - d) by reduction in the number of future conflict situations.

5°

- 1) The general duties of the Code Administrator shall be supported by the IPVD budget set up for this purpose.
- 2) In the event this budget proves to be inadequate, in light of specific cases handled by the Code Administrator, it may be revised by IPVD.

6°

The Code Administrator is required to keep an updated registry book of correspondence and open cases, used in their management, complying, with appropriate adaptations, with the Code of Administrative Procedure, as well as all of the required rules of legal procedure, namely those covered by Article 4 of Law No. 146/99 of 4 May.

7°

The IPVD (Portuguese Institute of Direct Sales), as well as the Code Administrator, must provide in writing to any person so requesting, or in any other appropriate form, any information legally required, namely that set forth in Article 3 of Law No. 146/99 of 4 May.

8°

- 1) Those interested in seeking the services of the Code Administrator include customers, employees of the companies associated with the IPVD, and these latter entities.
- 2) Interested parties should present their request for resolution to the Code Administrator through a written statement accompanied by relevant documents, clearly indentifying the conflict and the desired results.

9º

- 1) The Code Administrator shall always perform with utmost diligence in processing the cases submitted to him, acting in a strict spirit of independence, impartiality, fairness and proportionality, considering the circumstances of the case, the general principles of law, the codes of ethics and the applicable standards of conduct, and finally issuing a resolution that is non-binding and based on principles of equity.
- 2) The decisions of the Code Administrator shall be made within a maximum of six months, counting from the time the litigation is submitted to him, and recorded in a minute to be attached to the case file and sent to the interested parties and to IPVD, in writing or by any other appropriate method of communication, within a maximum of thirty days after conclusion of the case.

10º

All correspondence issued by the Code Administrator of IPVD shall be properly identified with the logo approved in Decree No. 328/2000.