

Complaints procedure

We, Cryptokg (hereinafter referred to as the “Company”), have adopted this Complaints Procedure to ensure a fair and expeditious process for investigating complaints that may arise during our cooperation.

1. Submitting a complaint

You can submit a complaint in writing with its further forwarding to the Complaints Service of the Company, so that the attorney will study and investigate complaints that may be sent to them from the Clients of our Company.

2. Acknowledging receipt of the complaint

We will acknowledge receipt of the complaint from the Client within five days from the date of receipt, and provide a unique reference number for this complaint. The unique reference number will be used in all further contacts with the Company and EFSA in relation to a separate complaint.

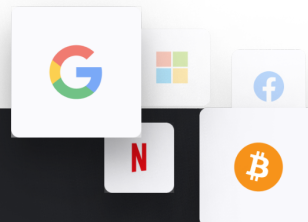
3. Investigation of the complaint received

As soon as we acknowledge receipt of the complaint from the Client, we will carefully study it, consider the circumstances of the complaint filed and try to resolve the situation without unwanted delays.

We will do our best to thoroughly investigate the received complaint and provide the Client with the results of our investigation within two months from the date of confirmation of receipt of the complaint. In the course of the investigation, we will notify the Client about the results obtained and the progress of the case. The Client can be contacted directly by one of our employees by e-mail or phone, to receive, if necessary, additional information and clarification related to the complaint filed.

Please note that if the Company does not receive a response from the Client within the above two months, the submitted complaint is automatically referred to as “rejected / closed”, and further investigation will not be carried out. We have the right to request full cooperation from the Client to expedite the investigation and the likely resolution of an existing complaint.

In cases where a complaint requires further thorough investigation, and the Company cannot resolve it within two months, the Company provides an interim response in writing or in any long-term medium. The delay response sent will indicate the reasons for the delay and the time when the Company's investigation is likely to be completed. The Company undertakes to provide the Client with the results of the



investigation carried out no later than one month from the moment of issuing a response about the conduct, starting from the complexity of the case and the cooperation of the Client.

Please note that the Company will consider the filed complaint as closed and will stop investigating if the Client does not respond to the Company's employees within three months from the date of filing the complaint.

4. Informing about the decision

After the Company achieves the result, it is obliged to inform the Client about this, explaining the position of the Company and any corrective measures that the Company intends to take, if applicable.

COMPLAINT FORM

Below is the Form that the Client must complete if he intends to file a complaint with Cryptokg (the "Company"). In order to properly investigate and evaluate the complaint filed, the Client must provide complete, accurate and up-to-date information.

Please note that this Complaint Form is an indicative template and is not intended to be exhaustive. The Company has the right to request additional information, clarifications and evidence in relation to the complaint submitted by the Client.

Date:

Client information Name:

Surname:

ID or passport number:

Country of Citizenship:

Name of the legal entity (if the Client is a legal entity):

Trading account number:

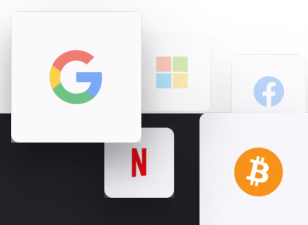
Customer contact details Mailing address:

City, region:

Code:

Country:

Phone number:



Email:

Details of the complaint:

Date of creation of the complaint:

The employee who offered services to the Client:

Description of the complaint:

