

COMPLAINTS HANDLING PROCEDURE

Coinmotion Oy is committed to handling customer complaints efficiently, fairly, and transparently. Complaint is a statement of dissatisfaction relating to the provision of services. This document describes how we handle complaints and what you as a customer should know about the process.

How to Submit a Complaint

You can submit your complaint through any of the following channels:

- Using our online [complaint form](#). While using this template is recommended, it is not mandatory.
- Through the Coinmotion platform messaging system
- Via email to info@coinmotion.com

Please note that all complaints must be submitted in writing through one of the channels mentioned above.

All complaints are handled by our dedicated Operations team, which operates independently to ensure fair investigation of all complaints. The compliance team is made aware of all customer complaints.

For questions regarding complaints, you can contact our customer service by phone at +358 29 170 1190 (available Monday to Friday, 13:00 - 15:00 Finnish time).

Languages

You can submit your complaint in Finnish or English.

Information Required in the Complaint

In order for us to handle your complaint efficiently, please include:

- Your full name and contact information
- If represented by a third party, the representative's name and contact details as well as the Power of Attorney
- Detail the service or product concerned
- Clear description of the complaint
- Description of any damage, loss, or detriment caused (where relevant)

Please also add any necessary attachment documents that supports your complaint

Our Complaints Handling Process

1. Acknowledgment. We will acknowledge receipt of your complaint without delay, providing you with:
 - Necessary contact details
 - An indicative timeframe for our response
2. Investigation. We will investigate your complaint fairly and thoroughly. If we need additional information, we will contact you.
3. Response time. We aim to provide a final response within 30 days of receiving your complaint. In exceptional circumstances where we cannot provide a decision within this timeframe, we will inform you about the delay and specify when you can expect our final decision.
4. Decision Our final decision will be communicated to you in writing within two months after receiving the complaint at the latest. If we cannot satisfy your complaint, we will explain our reasoning.

Communication During the Process

- We will keep you informed throughout the complaint handling process.
- We will communicate with you in the same language you used to submit your complaint (Finnish or English).
- Communications will be made in writing through electronic means, or in paper form (by mail) upon a separate request.

Cost

Filing a complaint is free of charge.

Record Keeping

We maintain records of all complaints and actions taken to resolve them, ensuring proper monitoring and continuous improvement of our services.

Privacy Notice

All complaints are securely registered and stored in our electronic system, ensuring proper documentation and follow-up of each case. All personal data provided during the

20.12.2024
Coinmotion Oy

complaints process will be handled in accordance with applicable data protection regulations and Coinmotion's privacy policy.