
Summary of the Complaint Handling Procedure in English

1 Who can file a complaint?

Every customer can file a complaint free of charge expressing dissatisfaction with one or more crypto-asset services provided by GG Digital, a.s.

2 What form should the complaint have and what requirements must it comply with in terms of content?

The customer can submit the complaint in Czech, English and Slovak language. The complaint can be filed either:

- a) on the template complaint form published on the website goldengate.cz;
- b) in free form.

In case the customer chooses the free form for filing the complaint, the complaint must contain the following elements:

- a) the customer's identification data:
 - i. in case of a natural person – in the case of a natural person - name and surname, date of birth, place of residence, email, telephone number;
 - ii. in the case of a legal person - business name or name, identification number, registered office, email and telephone number;
- b) identification data of the customer's legal representative - name and surname, date of birth, place of residence, email, telephone number;
- c) a factual description of the complaint - what the complaint concerns, what service or contract the complaint concerns, the reason for the customer's dissatisfaction, dates, times, etc;
- d) where appropriate, supporting documents (e.g. power of attorney, copy of the contract to which the complaint relates, etc.).

3 Where can a customer file the complaint?

The company accepts complaints

- a) in writing at the Company's registered office at Wuchterlova 1607/12, Dejvice, 160 00 Praha 6;
- b) in electronic form at the following email address: info@goldengate.cz

4 Who is responsible for handling the customer's complaint?

The customer service department is responsible for handling the complaint.

5 What are the grounds for inadmissibility of the complaint?

The complaint is inadmissible if:

- a) the manner of filing the complaint has not been adhered to or the complaint does not contain the mandatory elements, even after the customer service department has requested the costumer to remedy the situation;
- b) the same complaint is already being handled or has already been handled;
- c) proceedings in the same matter have been initiated before a court or other authority or have been finally terminated;
- d) the statutory shredding periods for the relevant type of document to which the complaint relates have expired;
- e) the cooperation of the costumer who filed the complaint is necessary for its handling, and the costumer does not cooperate despite repeated requests from the customer service department;
- f) the complaint is obviously a bullying complaint.

In the event of an inadmissible complaint, the company will reject the complaint and provide customer with reasons for this decision.

6 How does the company proceed after the complaint is filed?

The company handles complaints promptly upon receipt, in the order in which they are received by the company. For this purpose, the company maintains a complaint register, which records, among other things, the date of receipt of the complaint.

The maximum time limit for handling a complaint, i.e. for issuing a decision on a complaint is two months from the receipt of the complaint by the company. This time limit starts to run when the complaint is duly filed, i.e. with all the mandatory elements. If at any time the company determines that it is not possible to resolve the complaint within this period, it will inform the customer thereof and inform him of the expected time limit for resolution.

After the customer files the complaint with the company, the company will have 15 calendar days to notify the customer of the receipt of the complaint. After the receipt of the complaint, the company will assess whether the complaint is admissible and notify the customer accordingly. The customer service department shall send a notification of the admissibility of the complaint to the customer within 15 calendar days following the date on which the customer was notified of the receipt of the complaint. In the event that the complaint does not have the mandatory elements, the company will request the customer to complete the missing elements within a reasonable period of time, with a warning that should he fail to complete the missing elements, the complaint will be rejected by the company for inadmissibility. The customer service department must notify the customer of the inadmissibility of the complaint within 5 calendar days from the date on which the time limit for completing the complaint has expired.

Next, the customer service department is required to review all relevant information regarding the complaint in order to make a decision on the complaint. To this end, it may request cooperation from the customer, in particular the provision of additional information, while never requesting information that it already has or should have available from its own activities. If the customer service department evaluates that the customer's cooperation is required in order to handle the complaint, it must inform the customer no later than 15 calendar days following the day on which the customer was informed of the admissibility of the complaint, to provide the cooperation and must give the customer a reasonable period of time to do so. If the customer fails to provide cooperation despite repeated requests, the customer service department will reject the complaint. The customer service department must inform the customer of the rejection of the complaint within 5 calendar days of the date on which the time limit for providing cooperation has expired.

Upon completion of the investigation, the customer service department will issue a decision on the complaint, which must include in particular:

- a) the facts found by the company;
- b) the company's position on all points of the complaint, including the reasons for it;
- c) where corrective action has been taken by the company in relation to the complaint, a description of the corrective action taken;
- d) in the event that the decision on the complaint did not fully satisfy the customer's request or satisfied the customer's request only partially, information on other options available to the customer in connection with the resolution of the complaint (Czech National Bank, court etc.).

1 Sample Complaint Form in English

FILING OF A COMPLAINT (to be sent by the client to the crypto-asset service provider)
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1.1 Information about the complainant

Last name/Legal entity name:	First name:	EUID or if not available national Registration or ID number:	Legal Entity Identifier (if available):	Client reference (if available):

Address (street, number, floor) (for legal entities, registered office):	Postcode:	City:	Country:

Telephone:	Email address:

1.2 Contact details (if different from 1.a)

Last name/Legal entity name:	First name:



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Address (street, number, floor) (for legal entities, registered office):	Postcode:	City:	Country:

Telephone:	Email address:

1.2.1 Information about the legal representative (if applicable) (a power of attorney or other official document as proof of the appointment of the representative to be provided as an attachment to this form)

Last name/Legal entity name:	First name:	Registration number and LEI (if available):

Address (street, number, floor) (for legal entities, registered office)	Postcode:	City:	Country:



Telephone:	Email address:

1.3 Contact details (if different from 2.a)

Last name/Legal entity name:	First name:

Address (street, number, floor) (for legal entities, registered office)	Postcode:	City:	Country:

Telephone:	Email address:

1.4 Information about the complaint

- 3a. Full reference of the crypto-asset service or agreement to which the complaint relates (i.e. name of the crypto-asset service provider, crypto-asset service reference number, or other references of the relevant transactions...)

1.4.1 Description of the complaint's subject-matter

Please provide documentation supporting the facts mentioned.

- 3c. Date(s) of the facts that have led to the complaint

- 3d. Description of damage, loss or detriment caused (where relevant)

3e. Other comments or relevant information (where relevant)

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In _____ on _____

SIGNATURE

2 COMPLAINANT/LEGAL REPRESENTATIVE

Documentation provided (please check the appropriate box):

Power of attorney or other relevant document	
Copy of the contractual documents of the investments to which the complaint relates	
Other documents supporting the complaint:	

