



FASSET®

COMPLAINTS HANDLING POLICY

VERSION 1



1 PURPOSE

Fasset is dedicated to ensuring customer satisfaction through a transparent and efficient complaint resolution process. This policy outlines our commitment to promptly and effectively address customer concerns, fostering trust and loyalty among our clientele. This policy serves as a comprehensive guide for Fasset's Complaint Handling Staff to manage customer complaints effectively, ensuring timely resolution and maintaining high levels of customer satisfaction. It also provides a framework for continuous improvement in service delivery under the oversight of the Complaint Handling Manager.

2 SCOPE AND APPLICATION

This policy applies to the resolution of customer complaints related to all aspects of Fasset's digital asset platform, including buying, selling, and swapping orders. It encompasses activities such as order execution, market information provision, and customer support interactions. The policy is designed to ensure compliance with relevant laws and regulations governing customer complaints.

3 DEFINITION – WHAT IS COMPLAINT

An expression of dissatisfaction made to or about **Fasset FZE**, relating to its products, services, personnel, or the handling of a complaint, where a response or resolution is either explicitly requested or reasonably expected, or required by applicable laws and regulations.

4 HOW TO SUBMIT A COMPLAINT

Fasset offers multiple channels for customers to submit complaints, including:

1. Email: help@fasset.io
2. Support Ticket: [Online Submission Form](#)

Where third-party entities are involved in services related to Virtual Asset (VA) activities, Fasset FZE will establish appropriate procedures to facilitate the handling of complaints between clients and such third parties. Fasset FZE retains responsibility for the resolution of complaints involving third-party services, as per its Complaint Handling Policy.

5 ACKNOWLEDGEMENT AND VERIFICATION

Complaint Handling Staff will acknowledge complaints within 15 mins during working hours when received via email or as support ticket digitally. If not a business day, then it will be acknowledged on the next working day. If written complaints are received via post, then it will be acknowledged within one week upon receiving. The Fasset team will verify customer identity using registered information, ensuring accurate record-keeping and swift resolution.

6 CATEGORIZATION AND INVESTIGATION

Upon receipt, complaints will be categorized based on the type of issue raised, and thorough investigations will be conducted to determine root causes, distinguishing between customer errors and Fasset's errors.

The typical categorization, description and Fasset's commitment for each category is briefed below.



Complaint Category	Description	Fasset's Pledge
Funds Security	Complaints related to security breaches, unauthorized access to funds, or concerns about platform security measures.	Fasset pledges to swiftly secure customers' accounts, conduct thorough investigations, and collaborate with cybersecurity experts for resolution.
Transaction Problems	Complaints regarding failed, delayed, or unauthorized transactions, including deposits, withdrawals, and transfers.	Fasset is dedicated to promptly investigating transaction issues, providing regular updates to customers, and ensuring swift resolution for seamless transactions.
Regulatory Compliance	Complaints related to compliance issues, regulatory requirements, or concerns about the legality of certain transactions.	Fasset is committed to strict adherence to regulations, transparently addressing customer concerns, and furnishing relevant information to ensure compliance.
Account Issues	Complaints related to account registration, login, security, and verification processes.	Fasset pledges to promptly verify customer identities, assist with account issues effectively, and ensure compliance with security protocols.
Technical Glitches	Complaints regarding platform downtime, errors, glitches, or issues with trading interfaces.	Fasset vows to closely monitor platform performance, address technical issues promptly, and minimize disruptions to users.
Customer Support Concerns	Complaints about unresponsive or inadequate customer support, including delays in response times or ineffective resolutions.	Fasset is dedicated to promptly acknowledging inquiries, escalating unresolved issues, and enhancing response times and support effectiveness.



Disputes with Third Parties	Complaints involving disputes with third-party service providers, such as payment processors or wallet services.	Fasset pledges to facilitate communication with third parties, ensure fair resolution, and provide regular updates to customers.
General Inquiries and Feedback	Complaints including general inquiries, feedback, or suggestions for platform improvements.	Fasset is committed to promptly acknowledging and valuing feedback, utilizing it for continuous improvement endeavors.

7 RESOLUTION PROCESS

The resolution process for complaints at Fasset prioritizes prompt acknowledgment and empathetic understanding towards customers' concerns, with acknowledgments provided based on the category of the complaints. Immediate attempts at resolution will be made for complaints attributed to Funds Security, Transactional Errors or matters related to regulatory and compliance. The other categories will be handled as per our complaint handling service level agreements.

8 SEERVICE LEVEL AGREEMENT (SLA)

Fasset commits to acknowledging complaints within 15 minutes during business hours (for digital channels), taking action within one week, and resolving complaints within four weeks. Exceptions may apply in extraordinary circumstances, with communication provided to customers accordingly. In exceptional cases where a complaint cannot be resolved within four weeks, Fasset must inform the customer about the reasons for the delay, provide regular updates on the status of the complaint, and offer an estimated time for resolution. Fasset is committed to resolving such complaints as soon as practicable and minimizing any delays. Fasset will ensure to resolve the complaint no later than eight (8) weeks from when the complaint was made

9 NO FEES OR CHARGES

No fees or charges are imposed for submitting or handling complaints.

10 RECORD KEEPING

We maintain records of all complaints, actions taken, and resolutions. Records are retained for at least 8 years, in line with VARA requirements.

