

## **Complaint Handling Policy**

### **1. Introduction**

Paycific Limited LLC, a company with its registered address at 1001 S Main Street, STE 500, Kalispell, MT 59901, USA, State Registered number: C1630247 (hereinafter - "**Company**", "**We**", "**Our**" or "**Us**") has adopted this Complaint Handling Policy (hereinafter - "**Policy**"), which sets out a clear and timely process for receiving and resolving Our customers (hereinafter - "**Customer**", "**You**" or "**Your**") complaints.

The Company is committed to resolving Customer concerns in a fair and timely manner. This Policy outlines Our procedures for handling complaints, ensuring compliance with federal and state regulations.

### **2. Submission Channels**

If You are dissatisfied with Our services, You may file a formal complaint via [support@paycific.io](mailto:support@paycific.io).

Submitting and handling complaints is free of charge. Complaints must be submitted in English.

### **3. Required Information**

To help Us register and assess Your complaint quickly, please provide the following information. You may submit a complaint in any preferred format, provided it includes these essential details:

- full name / company name;
- email;
- phone;
- service involved;
- date of incident;
- title - a short name of the issue;
- description - describe the facts in chronological order, including relevant details (dates/times, order or transaction IDs, amounts/currencies if applicable, prior contacts with support) and what resolution You are seeking.

Attachments are optional; if helpful, You may include readable PDF/JPEG files (e.g., screenshots, confirmations).

The Company will process personal data provided in complaints solely for the purpose of investigation and resolution in accordance with Our Privacy Policy.

### **4. Process and Timelines**

The Company will acknowledge receipt of Your complaint within two (2) business days and assign it a unique tracking number for all future correspondence.

We aim to provide a final substantive response within fifteen (15) business days. If additional information is required from You to proceed with the investigation, We will notify You promptly, which may affect the overall timeline.

In exceptional cases involving complex matters, the review period may be extended up to thirty-five (35) business days. Should an extension be necessary, We will provide an interim update explaining the delay and indicating the expected resolution date. All responses will be delivered in writing via email.

## **5. Escalation and External Resources**

If You are not satisfied with the initial response from our support team, You may request an escalation to the Compliance Officer. We will re-evaluate Your case within the timelines specified in this Policy.

If the issue remains unresolved after our final response, You may file a complaint with the appropriate regulatory authorities.

## **6. Record-Keeping**

The Company maintains a secure electronic register of all complaints. Records, including the original complaint, investigation logs, and final responses, are retained for a period of five (5) years to comply with applicable legal and regulatory requirements.

## **7. Updates to This Policy**

We may update or amend this Policy from time to time to reflect changes in law, regulatory guidance, or Our business practices.

Any updates will be published on this page, and the “last updated” date at the top of the Policy will be revised accordingly.

We encourage You to review this Policy periodically to stay informed about how We protect Your personal data. Your continued use of Our Website after any update constitutes Your acknowledgement of the revised Policy.

## **8. Contacts**

Questions, notices, requests, and other communications relating to this Policy may be directed to the Company through the following contact details:

**Company name:** Paycific Limited LLC.

**Registered address:** 1001 S Main Street, STE 500, Kalispell, MT 59901, USA.

**Website:** <https://paycific.io/>

**Email:** [support@paycific.io](mailto:support@paycific.io)

The Company may update its contact details from time to time through the Website or by other electronic communication.