

## Foris DAX Middle East FZE

### Complaints Handling Procedure

We value customer complaints and strive to improve our services and analyse, on an on-going basis, complaints handling data. [Crypto.com](https://crypto.com) addresses each complaint, with integrity, in an equitable, objective, and unbiased, manner. All complaints, received by [Crypto.com](https://crypto.com), are investigated promptly. As such, if you have a complaint, kindly submit your complaint in the manner set out below.

#### a. How to place a complaint

Please submit all of your complaints to [complaints@crypto.com](mailto:complaints@crypto.com). In order to help us understand and deal with your issue as quickly as possible, please ensure that the complaint contains a clear description of the facts surrounding your claim, supported by documents and/or evidence where possible.

#### b. Handling your complaint

We shall acknowledge any complaints within **1 week** of a complaint being made and aim to provide an outcome to your complaint within **4 weeks** of the complaint being made. Where there is a delay in resolving your complaint, we will notify you within **4 weeks** of your complaint being made. In any event, we shall strive to reach a conclusion, on your complaint, within **8 weeks** of your complaint being made.