

## Complaints Handling Procedure

At CoinMENA, we prioritize customer satisfaction and strive to maintain a transparent and efficient complaint resolution process. We understand that concerns may arise, and we are committed to addressing them promptly and effectively.

### Acknowledgment of Complaints:

- CoinMENA is committed to acknowledging all complaints within one (1) week of receipt.

### Resolution of Complaints:

- CoinMENA aims to resolve all complaints within four (4) weeks of receiving them. In exceptional circumstances, if the resolution is delayed, CoinMENA will provide clients with an update within four (4) weeks, explaining the reasons for the delay. In such cases, the resolution will be provided no later than eight (8) weeks from the date of the original complaint.

### Submission Channels:

- Customers can file complaints through various channels:
  - Email: Write to "support@coinmena.com" describing the issue.
  - Support Page: Connect with the support page on the company website.
  - CoinMENA Support Desk: Access the support desk through links on the company's website.

### Third-Party Involvement:

- When third-party entities are involved in services related to Virtual Asset (VA) Activities, CoinMENA will establish procedures to facilitate complaint handling between clients and these entities. CoinMENA retains responsibility for resolving such complaints.

**No Imposition of Fees:**

- CoinMENA does not impose any fees or charges for the submission or handling of complaints.

**Transparency:**

- Complaint management procedures are disclosed on CoinMENA's website in a clear and easy-to-understand manner. In order to submit the complaint please visit our support page and please choose to submit an inquiry and 'complaints' from the drop down menu.

**Complaint Escalation:**

- If customers are not satisfied with the resolution provided by CoinMENA, they may escalate the matter to the General Manager within 30 days from the date of receipt of the final response from the company.

CoinMENA is dedicated to providing efficient and transparent complaint resolution to ensure customer satisfaction.