

COMPLAINTS HANDLING PROCEDURE

CoinMENA FZE

Complaints Handling Process

CoinMENA FZE is committed to handling client complaints fairly, consistently, transparently, and without undue delay.

A complaint may relate to any aspect of CoinMENA's services, including account onboarding, account access, deposits, withdrawals, transactions, order execution, fees, pricing, platform functionality, client service, or the conduct of CoinMENA personnel.

How to Submit a Complaint

Clients may submit complaints through any of the following channels:

Email: support@coinmena.com

Support Centre: <https://support.coinmena.com/hc/en-us>

In-App Support: Available through the CoinMENA application

Postal Address: SRT-FLR04-04.02-EO10, Sheikh Rashid Tower, Dubai World Trade Center, Dubai, UAE. CoinMENA FZE

Official Social Media Channels: X, LinkedIn and Instagram

Complaint Handling Process

Upon receipt of a complaint, CoinMENA will:

1. Acknowledge Receipt

We aim to acknowledge complaints within five (5) business days of receipt and provide a reference number where applicable.

2. Review and Investigate

The complaint will be assessed and investigated by the appropriate team. This may involve reviewing account activity, transaction records, communications, system logs, and other relevant information.

3. Keep You Informed

Where additional information or investigation is required, CoinMENA may contact you for clarification and will provide updates on the status of the complaint where appropriate.

4. Resolution and Final Response

CoinMENA aims to resolve complaints as soon as reasonably practicable. Once the review is complete, a final response will be provided outlining the outcome of the investigation and any corrective action, remediation, or redress where applicable.

Escalation

If you remain dissatisfied with CoinMENA's final response, or if your complaint has not been resolved within a reasonable timeframe, you may escalate the matter to the Dubai Virtual Assets Regulatory Authority (VARA) through VARA's official communication channels.

No Charge

CoinMENA does not charge clients any fee for submitting or pursuing a complaint.

Anti-bribery, Corruption, Whistleblowing and Conflict of interest related complaints

CoinMENA has comprehensive policies in place and establishes a framework to encourage employees and stakeholders to report any wrongdoing or unethical behaviour. CoinMENA ensures that whistleblowers are protected and that appropriate action is taken against any misconduct.

The policy is applicable to all employees, contractors, vendors, clients, and any person who becomes aware of any activity or behaviour that goes against the company's code of conduct, policies, or legal requirements. CoinMENA acknowledges that whistleblowers play a vital role in maintaining integrity and ethical standards. It encourages the reporting of concerns in good faith and assures protection from retaliation. CoinMENA has established secure channels that ensure the confidentiality of the relevant parties. If you have any concerns relating to the activities of the company, please reach out to compliance@coinmena.com or you can also directly call +971-588158392 or +971-581008097

Record-keeping

CoinMENA maintains records of all complaints received, actions taken, and complaint outcomes in accordance with applicable regulatory requirements.

For regulatory and audit purposes, CoinMENA will keep a record of:

- all complaints made by customers.
- all measures that CoinMENA has taken in response to complaints; and
- details of the resolution of all complaints.