

Complaints Handling Procedures

Customers may file a complaint if they are not satisfied with the services/ products provided or failed to be provided by HashKey Group (the “Company”). Once the Company has received customer complaint, the Company will deal with the matter as soon as practicable.

1.1 How a complaint can be made?

Customers can file customer complaint to the Company by email (compliance.complaints@hashkey.com), setting out the complaint in full details including but not limited to circumstances of the alleged incident.

1.2 What do customer need to provide when a complaint is lodged?

When customer lodge a complaint, the Company needs customer to provide necessary information for us to verify customer’s membership. To help us resolve customer’s complaint as swiftly as possible, please provide us with the following information:

- Customer’s full name, address and other relevant personal details such as account number or account details to the extent that is necessary;
- A clear and honest outline of customer’s complaint;
- Copies of any supporting documents concerning customer’s complaint; and
- Details of what customer would like the Company to do to rectify the situation.

Any personal information collected shall be subject to the applicable Privacy Policy Statement on the Company website.

1.3 How will a complaint be dealt with?

A complaint will be dealt with (a) an individual not directly concerned with the subject of the complaint or (b) a compliance officer. If the Company can resolve the complaint within one (1) week following the day it was received, the Company will send the complainant the investigation result together with an explanation of the Company’s decision. Where the complaint is not genuine or does not include necessary information, no investigation will be carried out and customer will be informed accordingly, if applicable.

If further investigation is required, the Company will send the complainant an acknowledgement of receipt of their complaint within one (1) week following the day it was received. The Company will aim to provide the complainant with a written reply within four (4) weeks from the date the complaint is received. A final response will be issued within two (2) months from the date the complaint is received. The aforesaid timeline is an indicative only and not a commitment, as the processing of a complaint may be subject to various factors, such as the complexity of the complaint and any subsequent communications with the complainant for the purpose of seeking further information or clarification. When an investigation is taking longer than two (2) months

to complete, an interim report will be issued depending on individual circumstances and the complexity of the case.

1.4 If customers are not satisfied with the Company's response?

If customers are not satisfied with the decision, customers may request the Company to review the decision by providing new material information or evidence or refer the matter to other relevant regulators or relevant authorities.

If the Company are not able to resolve customer's complaint together with customer through our internal resolution process, customer has the right to refer the dispute to the Hong Kong Financial Dispute Resolution Centre ("FDRC"). The dispute resolution process of the FDRC is available at <https://www.fdrc.org.hk/>.

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