

Complaints Policy (Gibraltar relevance)

A complaint is an expression of dissatisfaction from a customer, irrespective of whether it is justified or not.

As an authorised DLT Provider, we pay due regard to the interests and needs of each and all of our customers and make every effort to communicate in a way which is fair, clear and not misleading.

We recognise that in the course of providing services to our customers, there will be instances where our performance may not meet your expectations. Where this is the case, we would urge all our customers to get in contact with our Support Team (support@currency.com) to help us improve our future service to you and the rest of our customers.

In the event you are dissatisfied with our Platform or any Service provided to you by Currency Com Limited (“**Currency.com**”, “**we**”, “**us**”, or “**our**”), you can submit a complaint to complaints@currency.com. In order to help us assist you, please provide the following information with your complaint:

- Your ID (email address you used for registration);
- Cause of your complaint with all related documents and information; and
- ID of your request (6-digit number) previously addressed to our Support Team.

We have internal procedures to ensure that complaints are resolved as quickly as possible and, where necessary, trigger an internal review into the quality of service being provided and whether or not it can be improved.

We have established an internal complaints management function who will be responsible for thoroughly examining and handling your complaint.

To resolve your complaint, we will take the following steps:

1. We will confirm, within three (3) business days, receipt of your complaint and provide you with a Unique Reference Number. You should use said reference number in all future contact with us regarding your complaint.
2. After thorough investigation, we will reply to your complaint within two (2) weeks, informing you about the outcome of our investigation, the actions that will be taken to resolve the matter, where appropriate, and offering you a solution.
3. In the event that we are unable to respond within two (2) weeks, due to the complexity of the complaint, we will inform you of the reasons for the delay and indicate the period of time within which it is possible to complete our investigation. This period of time shall not exceed two (2) months from the submission of the complaint.

You should always consider seeking professional advice at any stage in the process. In the event that our final decision does not fully satisfy you, you may refer your complaint to the Gibraltar courts. For more information you are also advised to consult the Gibraltar Financial Services Commission [website](#).