Rules for Submitting and Handling Complaints and Claims

MP Developers s.r.o., with its registered office at Křižíkova 710/30, Karlín, 186 00 Prague 8, Company ID: 07055285 (hereinafter referred to as the "**Provider**")

The Rules for Submitting and Handling Complaints and Claims (hereinafter referred to as the "**Rules**") primarily regulate the submission and handling of Complaints and Claims. If the Complainant is dissatisfied with the Provider's Services, they have the right to submit a Complaint or Claim to the Provider. The Provider must address every submitted Complaint and Claim, except those submitted by a person acting on behalf of the Client without authorisation.

1. DEFINITIONS OF TERMS

1.1. The terms used in these Rules have the following meanings:

"**Provider's Email Address**" means Provider's email address info@anycoin.cz

"**Client**" means any potential or actual customer to whom the Provider provides or intends to provide Services;

"**Platform**" means the online platform operated by the Provider, through which the Provider offers services related to crypto-assets to Clients. The Provider operates and makes the Platform accessible to Clients under the trade name "Anycoin";

"**Claim**" means a type of Complaint from the content of which it is clear that the Client is asserting a right against the Provider for defective performance;

"**Services**" means all services provided by the Provider via the Platform to Clients, including services related to the provision of crypto-assets;

"**Standard Form**" means the standard complaint submission form, available upon logging into the Platform at: https://www.anycoin.cz/contact;

"**Complainant**" means a Client who has submitted a Complaint to the Provider;

"**Complaint**" means a statement by the Client addressed to the Provider, expressing dissatisfaction in connection with the provision of Services;

1.2. Where these Rules refer to a Complaint, this shall also mean a Claim, unless expressly stated otherwise or unless it follows otherwise from the nature of the matter.

2. SUBMITTING COMPLAINTS

2.1. The Complainant has the right to submit a Complaint via the Provider's Email Address or by post to the Provider's registered office.

2.2. A Complaint must be submitted via one of the following methods:

(a) the Standard Form (annex to these Rules);

(b) email to the Provider's Email Address;

(c) letter sent to the address of the Provider's registered office.

2.3. The Complaint must be written in Czech or English.

2.4. The Complaint must contain the following:

(a) identification and contact details of the Complainant, or, where applicable, their representative, as specified in the Standard Form;

(b) information about the subject of the Complaint, including: (i) a reference to the Service to which the Complaint relates, (ii) a description of the subject of the Complaint, (iii) documents substantiating the facts stated in the Complaint, and (iv) a description of any damage or harm caused, as specified in the Standard Form;

(c) the date and signature of the Complainant.

3. RECEIPT AND RECORDING OF COMPLAINTS, VERIFICATION OF ADMISSIBILITY

3.1. A Complaint is admissible if it is submitted by the Client and meets the formal and substantive requirements set out in Articles 2.1 to 2.3 of the Rules.

3.2. After submitting a Complaint, the Complainant will receive confirmation of its receipt within 10 working days via email, including the assigned reference number and information on whether the Complaint is admissible and how it will be further processed. If the Complaint does not meet the admissibility conditions, the Provider will provide the Complainant with a clear explanation of the reasons why it was rejected. The Complainant will be informed of the progress of the complaint handling process in further correspondence with the Provider, if necessary or appropriate.

4. INVESTIGATION AND HANDLING OF COMPLAINT

4.1. Upon receiving an admissible Complaint, the Provider will assess, within a reasonable period of time, whether it is clear and complete, and whether it contains all the relevant information and evidence. If the Complaint is deemed unclear or incomplete, the Complainant will be asked to provide additional information within a reasonable timeframe via the same means of communication used to submit the Complaint.

4.2. If the Complaint is not supplemented within the specified timeframe despite the request, it will be dismissed.

4.3. The Provider will inform the Complainant of all steps taken to resolve the Complaint and will respond without delay to reasonable requests for information.

4.4. The Provider handles all Complaints, whether justified or not, including repeated submissions.

4.5. The Provider responds to all points raised in the Complaint. It strives for a truthful and prompt resolution.

4.6. The Provider will make a decision on the Complaint and inform the Complainant within 15 working days of receiving the Complaint or, if applicable, receiving the supplementary information relating to the Complaint (Article 4.1 of the Rules). If it is not possible to reach a decision within this timeframe due to circumstances beyond the Provider's control or other exceptional situations, the Complainant will be notified within the specified timeframe, along with the reasons for the delay. The Provider shall then make a decision on the Complaint and inform the Complainant of it no later than 30 days after receiving the Complaint or, if applicable, receiving the supplementary information relating to the Complaint

4.7. If the Complaint is not decided in favour of the Complainant, or is only partially decided in their favour, the decision shall be justified to the Complainant. In such a case, the decision regarding the Complaint will also inform the Complainant of the available remedies.

4.8. The Provider will communicate with the Complainant via the method used to submit the Complaint. If this is not possible due to the nature of the communication method, the Provider will communicate with the Complainant electronically via the email address specified in the Complaint. Where requested by the Complainant, the Provider shall communicate with them by letter sent to the physical address stated in the Complaint.

4.9. The Provider records all received Complaints and retains records of how they were handled and any measures taken in response to them in its internal storage. These records are kept for at least 3 years from the date on which the Complaint is decided.

5. COSTS ASSOCIATED WITH HANDLING COMPLAINTS/CLAIMS

5.1. The Provider does not charge for handling a Complaint, even if it is found to be unjustified.

Annex: STANDARD COMPLAINT FORM

Standard Complaint Form

SUBMITTING A COMPLAINT

1.a. Complainant's personal details

Surname / Name of legal entity	Name	Personal Identification Number / Company Identification Number	LEI (if assigned)	Client identification number (if assigned)

Address / Registered office: Street, number	Postcode	City	State

Telephone		Email	

1.b Contact details (if different from 1.a)

Surname / Name of legal entity	Name

Address / Registered office: Street, number	Postcode	City	State

Telephone		Email	

2.a Personal data of the legal representative (supported by a power of attorney)

Surname	Name / Name of legal entity	Company ID and LEI (if assigned)

Address / Registered office: Street, number	Postcode	City	State

Telephone		Email	

2.b Contact details (if different from 2.a)

Surname / Name of legal entity	Name

Address / Registered office: Street, number	Postcode	City	State

Telephone		Email	

3.a A clear description of the Service or contract to which the Complaint relates (i.e. the name of the Service or crypto-asset, or references to the relevant transactions…).

3.b A description of the Complaint, including details of the circumstances

Please attach documentation to support the description provided

3.c Date when the event occurred

3.d Description of the damage, loss or other harm caused (if applicable)

3.e Additional information (if applicable)

In _____ on _____
SIGNATURE

_____

Complainant / Complainant's Legal Representative

Attached documentation (Please mark with a cross):

Power of attorney or a similar document	
Copy of the documentation to which the Complaint relates	
Additional supporting documentation:	