



NOTICE

ON THE RIGHT TO SUBMIT A COMPLAINT TO THE SERVICE PROVIDER

Vescon d.o.o. Belgrade (Stari Grad), with its registered office in Belgrade, at Carice Milice 2/3/1, Stari Grad, TIN 109993864, company registration number 21281565, as a service provider related to digital assets, (hereinafter: the “**Service Provider**”) informs clients that, pursuant to the Law on Digital Assets, they have the right to submit a complaint to the Service Provider.

A client, or a person who has an established business relationship with the Service Provider, may submit a complaint when they believe that the Service Provider is not complying with:

- provisions of the Law on Digital Assets,
- provisions of the Law on Personal Data Protection,
- rules of operation of the obligated entity,
- obligations under the agreement on the provision of services related to digital assets.
-

The complaint shall be submitted **in writing** in one of the following ways:

- by email to support@crypto12.com,
- via the contact form available on the Service Provider’s website <https://crypto12.com/>,
- by registered mail to the registered office address of the Service Provider: Vescon d.o.o. Belgrade, Carice Milice 2/3/1, Stari Grad, Belgrade, postage paid by the sender, or
- directly at the registered office of the Service Provider, at Carice Milice 2/3/1, Stari Grad, Belgrade.

The Service Provider shall respond to the client’s complaint within 7 days, or within a reasonable period not exceeding 15 days from the date of receipt of the complaint. If it is necessary to extend the stated period in order to determine the facts and collect additional information, the client shall be informed of this in writing.

The client has the right to submit a complaint to the Service Provider by email to compliance@crypto12.com, if they do not receive a response from the Service Provider within the agreed period of 7 days, or within a reasonable period not exceeding 15 days, as well as if they believe that the response to the complaint is unfavorable to them, or if they believe that no reasoned explanation was provided for rejecting the complaint or if not all relevant circumstances were taken into account by the Service Provider.

Digital asset users, or persons who do not have an established business relationship with the Service Provider but have submitted a specific request, shall not be considered complainants, but the Service Provider shall review each such request and respond to it according to its best knowledge and as soon as possible.

The submission of clients’ complaints, as well as other requests by digital asset users, shall not be charged, nor shall the Service Provider’s response to them be charged.