

Complaints

Overview

CoinCorner investigates and aims to resolve all customer complaints as soon as practicable within a reasonable period of time and in accordance with the requirements set out by VARA.

What is a Complaint?

A complaint is considered to have been made once a client of CoinCorner communicates a grievance with the firm via any medium, including oral or written communication, which is consistent with the definition of a complaint above. Once the communication has been received and logged, at this point the complaint will be considered as having been made.

Submission Channels

Customers can file complaints through various channels:

- **Email:** Write to “complaints@coincorner.com” describing the issue.
- **Customer Support:** Connect with the support page on the company website.

Click here for [‘Complaints Form’](#)

Complaints Handling

All complaints shall be acknowledged within one [1] week of the complaint being made; and all complaints shall be resolved within four [4] weeks of the complaint being made, except in extraordinary circumstances in which case CoinCorner will provide an update to the client on the status of the complaint. This will explain the extraordinary circumstances delaying its resolution within four [4] weeks of the complaint being made. The complaint must be resolved no later than eight [8] weeks of it being made.

CoinCorner will issue a final response to the complainant following the resolution of the complaint, which will either:

- Accept the complaint and, where appropriate, offer redress or remedial action; or
- Offer redress or remedial action without accepting the complaint; or

- Reject the complaint and give reasons for doing so.

Complaint Outcomes

Following the resolution of a complaint, CoinCorner reviews the causes of each complaint so as to identify common root causes of complaints. Consideration is then made as to whether such root causes may affect other processes, services or products provided by CoinCorner.

Record Keeping

CoinCorner maintains a record in the register of all complaints submitted to the firm that meet the requirements set out in this document alongside any other relevant information. More specifically, the following information is maintained by the firm:

- All complaints received from their clients;
- All measures taken in response to complaints; and
- The resolution of all complaints.

General

CoinCorner will not impose any fees or charges for the submission or handling of any complaints and where the provision of services relating to VA Activities involve any third-party Entities, CoinCorner will facilitate the handling of such complaints between our clients and such third-party Entities and CoinCorner shall remain responsible for the resolution of such complaints.

Implementation

Implementation is the responsibility of the board of directors.

CoinCorner Virtual Assets Broker & Dealer Services LLC Complaints Policy statement 1st August 2024.