Description of the complaints-handling procedure regarding MiCA crypto-asset services

CONDITIONS FOR THE ADMISSIBILITY OF COMPLAINTS

Only a natural or legal person to whom Firefish Europe s.r.o. (the "**Company**") has provided a crypto-asset service shall be entitled to submit a complaint regarding the Company's procedures, and only in relation to the crypto-asset service provided.

Complaints may be submitted using the model complaint form, which sets out the information that the complainant must provide in the complaint. Where a complaint is not submitted using the model complaint form, it must contain all the information included in that form.

Complaints are submitted to the Company via the e-mail address: complaints@firefish.io.

Complaints may be submitted in any of the languages of the platform interface (English, Slovak, Czech, German, Spanish, Italian, Hungarian, Polish, Portuguese), or, where applicable, in other official languages of the Member States of the Union in which we promote or provide our services and which are official languages of the Union.

ACKNOWLEDGMENT OF RECEIPT OF THE COMPLAINT AND VERIFICATION OF ITS ADMISSIBILITY

The Company shall acknowledge receipt of the complaint without undue delay and, within 10 working days after its receipt, inform the complainant whether the complaint is admissible.

The Company provides this description of the complaints-handling procedures together with the acknowledgment of receipt of the complaint.

If the complaint does not meet the admissibility conditions, the Company shall provide the complainant with a clear explanation of the reasons for rejecting the complaint as inadmissible.

The acknowledgment of receipt of the complaint contains all of the following information:

- the name/corporate name, identity and contact details, including e-mail address and telephone number, of the person or department to whom the complainant may address any questions relating to the complaint,
- the date of receipt of the complaint,
- the timeframe for handling complaints,
- a copy of the complaint.

INVESTIGATION OF COMPLAINTS

After receiving an admissible complaint, the Company shall, without undue delay following the acknowledgment of receipt, assess whether the complaint is clear and complete. In particular, the Company shall assess whether the complaint contains all required information. If the Company concludes that the complaint is unclear or incomplete, it shall request all additional information necessary for its proper handling.

The Company shall endeavour to collect and examine all relevant information relating to the complaint.

The Company shall not require the complainant to provide information that it already has or that it should have at its disposal under applicable legislation.

The Company shall duly inform the complainant of all further steps taken to handle the complaint.

The Company shall respond without undue delay to reasonable requests for information by the complainant.

Before drawing up the decision, the person responsible for complaints handling shall verify that they are not subject to a conflict of interest and were not involved in the factual circumstances to which the complaint relates. If a conflict exists, the case shall be immediately assigned to another authorised person.

DECISIONS

In its decision on the complaint, the Company shall address all points raised in the complaint and set out the reasons that led to the outcome of the investigation. The decision must be based on applicable legislation and be consistent with all previous decisions adopted by the Company in relation to similar complaints, unless the Company is able to justify why it has reached a different conclusion.

The Company shall notify its decision on the complaint to the complainant as soon as possible, without undue delay, and at the latest within two months from the date on which the complaint was received by the Company.

If, in exceptional situations, it is not possible to take a decision on the complaint within this timeframe, the Company shall inform the complainant without undue delay of the reasons for the delay and specify the date on which the decision will be taken.

Where the Company's decision does not grant the complainant's request, or grants it only in part, the Company shall clearly state the reasoning for its decision and provide information on the available remedies.

ADDITIONAL INFORMATION

Submitting and handling complaints is always free of charge.

The crypto-asset service provider shall provide this description of the complaints-handling procedures at any time upon the client's request.

The crypto-asset service provider keeps records of complaints submitted. These records contain information on the dates of receipt of complaints, the subjects of complaints, the time taken to handle them and the outcomes. As part of maintaining these records, the crypto-asset service provider assesses the effectiveness of its complaints-handling procedures and takes appropriate measures.