

Blockyard Services sp. z o.o.

A description of the procedures for handling complaints, including a sample complaint form

Dear Client,

Blockyard Services sp. z o.o., with registered seat in Warsaw, Poland (KRS: 0001073736, hereinafter - "Blockyard Services") makes every effort to provide its services in a transparent, professional and efficient manner.

If for any reason you are dissatisfied with the crypto service we provide to you, then you can file a complaint with us.

There is no charge for you to file a complaint or for us to investigate it. The complaint will be reviewed by an Legal Department (email: legal@kryptolad.com) or an Support Department (email: support@kryptolad.com, phone: +48459569648) of Blockyard Services depending on the nature of a complaint.

How you can complain:

You can file a complaint in two ways:

1. electronically - to the e-mail address: support@kryptolad.com or
2. in paper form to the address: : Blockyard Services sp. z o.o., ul. Grójecka 208, 02-390 Warsaw.

When drafting your complaint, you can either use the template set forth in Appendix 1 below or formulate it yourself. You may draft your complaint in any official language of an EU member state.

To enable us to resolve the problem quickly, we require you to indicate the following information in your complaint:

1. Your name or the name of the legal entity you represent,
2. LEI number and corporate entity registration number,
3. full mailing address (street, floor number, postal code, city, country),
4. Your phone number,
5. Your email address,
6. if you represent a legal entity (including an unincorporated entity or any institution) - a copy of the power of attorney or other official document providing evidence of the authority granted),
7. basic information about the cryptoasset service to which the complaint relates (i.e., service reference number or other references to relevant transactions),
8. description of the subject of the complaint,
9. the date of occurrence of the facts that led to the filing of the complaint, and if you have - any documents to support these facts,

10. a description of the damage, loss or injury caused (if applicable),
11. indicate whether you wish to receive correspondence regarding the complaint electronically to your e-mail address, or alternatively in writing . Failure to respond in this regard will result in a paper response.

What is the process of complaint adjudication?

1. within 10 days of Blockyard Services receiving your complaint, we will provide you with an acknowledgement of your complaint and indicate whether it is admissible,
2. if the complaint has deficiencies without which we cannot consider it, we will ask you to complete it,
3. if the complaint is inadmissible we will provide you with information about the rejection of the complaint as inadmissible,
4. Within a maximum period of 30 days from receipt of the complaint, we will inform you of the decision on the complaint.

If we do not give you any answer within 30 days, your complaint is considered to have been resolved in accordance with your wishes. Sending a response before the deadline is sufficient to meet it.

If, after receiving a decision on your complaint, you are not satisfied with the proposed solution or if we have not responded to your complaint in a timely manner, you have the right to use mediation. Mediation is a voluntary and confidential process that can be conducted under the Law of September 23, 2016 on extrajudicial resolution of consumer disputes (Journal of Laws of 2016, item 1823) and the Polish Code of Civil Procedure.

If you have additional questions, please contact us by phone, at +48459569648 or by email, at support@kryptolad.com

ANNEX 1

COMPLAINT

1. Personal data of the applicant

NAME / LEGAL ENTITY	NAM E	REGISTRATION NUMBER	LEI NUMBER (IF AVAILABLE)	CLIENT REFERENCES (IF AVAILABLE)

ADDRESS: STREET, NUMBER, FLOOR (in case the applicant is a legal entity, the address of the registered office of the applicant)	POSTAL CODE	CITY	COUNTRY

PHONE		EMAIL	

2. Contact information (if different from 1)

NAME OF LEGAL ENTITY	NAME		
ADDRESS: STREET, NUMBER, FLOOR (for company headquarters)	POSTAL CODE	CITY	COUNTRY

PHONE		EMAIL	

3. Personal data of the legal representative (if applicable) (power of attorney or other official document as proof of appointment of the representative)

NAME	NAME / NAME OF LEGAL ENTITY	REGISTRATION NUMBER	LEI NUMBER (IF AVAILABLE)

ADDRESS: STREET, NUMBER, FLOOR (If the applicant is a legal entity, the address of the registered office of the applicant)	POSTAL CODE	CITY	COUNTRY

PHONE	EMAIL

4. Contact information (if different from item 3)

SURNAME / NAME OF LEGAL ENTITY	NAME

ADDRESS: STREET, NUMBER, FLOOR (If the applicant is a legal entity, the address of the registered office of the applicant)	POSTAL CODE	CITY	COUNTRY

PHONE	EMAIL

5. Information on the

- 5.1. Full information about the issuance, offering or application for admission to trading of asset-linked tokens or the contract to which the Complaint relates (i.e., the name of the issuers of the asset-linked tokens, the reference number of the asset-linked tokens or other references to the relevant transactions).

5.2. Description of the Subject of the Complaint

Please provide documentation confirming the aforementioned facts.

5.3. Date(s) of occurrence of the facts that led to the filing of the Complaint

5.4. Description of the harm, loss or damage caused (if applicable)

5.5. Other comments or relevant information (if applicable)

W _____(place) _____(date)

SIGNATURE

COMPLAINANT/LEGAL REPRESENTATIVE

Documentation provided (check the appropriate box):

<i>Power of attorney or other relevant document</i>	
<i>A copy of the contractual documents relating to the investments to which the complaint relates</i>	
<i>Other documents supporting the complaint</i>	