

Information

# Complaints Handling.



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## 1. ABOUT COMPLAINTS HANDLING

Bitcoin Suisse (Europe) AG (hereinafter “**BTCS**”) strives to offer customers first-class support and a great client experience, especially regarding services provided through our systems. The aim is to provide a fast, convenient and reliable service that follows applicable laws and internal guidelines.

If you experience any issues, we encourage you to report them by following the steps outlined below. This allows us to further improve our services.

## 2. HOW TO SUBMIT A COMPLAINT

You can submit a complaint anytime by

- either filling out the [contact form](#) to our online Helpdesk, or
- by sending an e-mail to [complaints.eu@bitcoinsuisse.com](mailto:complaints.eu@bitcoinsuisse.com), or
- by sending us a letter by post to the following mailing address:

Bitcoin Suisse (Europe) AG  
**Complaints Handling**  
Aeulestrasse 74  
9490 Vaduz  
Liechtenstein

When submitting your complaint you may use the [complaint form](#). If you do not use the form, please ensure your complaint includes the following information:

- a brief description of the issue;
- your contact details;
- the e-mail address you used to register for our services;
- the interface you used (BTCS Online, BTCS Mobile App or else)

Please attach the complaint form when submitting your complaint by using one of the communication channels mentioned above.

## 3. HOW WE PROCESS YOUR COMPLAINT

BTCS has a dedicated complaints handling team. All complaints will be reviewed and processed immediately, always free of charge. Upon receipt, you will be updated about the process within five



working days. If there are delays, BTCS will inform you about the reason. All complaints are treated strictly confidential, and records are kept for at least ten years.

Complaints go through a formal review process:

1. If BTCS (or another Bitcoin Suisse group company) is not responsible for the issue, you will be informed, and a general response will be provided.
2. If BTCS is responsible, the complaints handling team will verify if the complaint is valid:
  - a) If the complaint is unfounded and cannot be linked to a BTCS service deficiency or any other issue on the part of BTCS, you will be notified in writing.
  - b) If the complaint is valid, BTCS will determine whether it can be fixed immediately or requires more time. You will be notified in writing accordingly.

BTCS is committed to resolving issues immediately and will inform you of the solution in writing. If the issue needs more time, BTCS will develop a solution and keep you updated. Once the issue is resolved, you will be notified. BTCS strives to resolve complaints within fifteen working days. If it takes longer, BTCS will notify you in advance in writing.

**All BTCS communication will be sent exclusively to the email address you used when registering for our services.**



#### 4. SOMETIMES A THIRD PARTY IS NEEDED

Unfortunately, it may happen that we cannot find a satisfactory solution for you. You then have the option of taking your complaint to other bodies:

- The extrajudicial Conciliation Board for the financial services sector, including crypto-asset and TT service providers, is available to you as a neutral and free mediation body at <https://schlichtungsstelle.li>.
- Finanzmarktaufsicht Liechtenstein (FMA), Landstrasse 109, Postfach 279, 9490 Vaduz, Liechtenstein; [info@fma-li.li](mailto:info@fma-li.li) (you can find more information about the complaints process at <https://www.fma-li.li/en/media-public/client-protection/complaints>).