



Complaint Handling Policy

Customer Experience Team

Last updated on 15 July 2024

Purpose:

Fasset is dedicated to ensuring customer satisfaction through a transparent and efficient complaint resolution process. This policy outlines our commitment to promptly and effectively address customer concerns, fostering trust and loyalty among our clientele. This policy serves as a comprehensive guide for Fasset's Complaint Handling Staff to manage customer complaints effectively, ensuring timely resolution and maintaining high levels of customer satisfaction. It also provides a framework for continuous improvement in service delivery under the oversight of the Complaint Handling Manager.

Scope:

This policy applies to the resolution of customer complaints related to all aspects of Fasset's digital asset platform, including buying, selling, and swapping orders. It encompasses activities such as order execution, market information provision, and customer support interactions. The policy is designed to ensure compliance with relevant laws and regulations governing customer complaints.

Definitions:

- **Customer Complaint:** Any expression of dissatisfaction conveyed orally or in writing by a customer regarding the performance of Fasset's services or products.
- **Customer Experience Team:** Fasset's dedicated customer support center responsible for receiving, investigating, and resolving customer complaints.
- **Customer Satisfaction Survey:** A data collection method utilized to assess customer satisfaction with Fasset's services and resolution of their complaints in the timely manner.

Policy:

1. Submission of Complaints:

Fasset offers multiple channels for customers to submit complaints, including:

1. **Email:** help@fasset.io
2. **Support Ticket:** [Online Submission Form](#)

3. Postal Addresses:

- a. **Indonesia:** Pt Gerbang Aset Digital, Jalan Jend. Sudirman Kav 7 RT.10/RW.11 Karet Tengsin, Tanah Abang, Central Jakarta, Jakarta 10220
- b. **United Arab Emirates:** Fasset FZE, EO 09, Sheikh Rashid Tower 13th Floor, Dubai World Trade Centre P.O. Box: 418131 – Dubai, United Arab Emirates
- c. **Labuan Malaysia:** Fasset Labuan Limited, Jalan Merdeka, Unit Level 14 (B) & 14 (C), Main Office Tower, Financial Park Labuan, Labuan, 87000, Malaysia
- d. **Europe:** FTL EURO UAB, Vilnius, Laisves pr. 60
- e. **Türkiye:** FTL TEKNOLOJİ ANONİM ŞİRKETİ, Şahkulu Mahallesi Serdar-ı Ekrem Cad. İş Yeri No: 15A Beyoğlu- İstanbul

2. Acknowledgment and Verification:

Complaint Handling Staff will acknowledge complaints within **15 mins** during working hours when received via email or as support ticket digitally. If not a business day, then it will be acknowledged on the next working day. If written complaints are received via post, then it will be acknowledged within **one week** upon receiving. The Fasset team will verify customer identity using registered information, ensuring accurate record-keeping and swift resolution.

3. Categorization and Investigation:

Upon receipt, complaints will be categorized based on the type of issue raised, and thorough investigations will be conducted to determine root causes, distinguishing between customer errors and Fasset's errors.

The typical categorization, description and Fasset's commitment for each category is briefed below.

Complaint Category	Description	Fasset's Pledge
Funds Security	Complaints related to security breaches, unauthorized access to funds, or concerns about platform security measures.	Fasset pledges to swiftly secure customers' accounts, conduct thorough investigations, and collaborate with cybersecurity experts for resolution.
Transaction Problems	Complaints regarding failed, delayed, or unauthorized transactions, including deposits, withdrawals, and transfers.	Fasset is dedicated to promptly investigating transaction issues, providing regular updates to customers, and ensuring swift resolution for seamless transactions.
Regulatory Compliance	Complaints related to compliance issues, regulatory requirements, or concerns about the legality of certain transactions.	Fasset is committed to strict adherence to regulations, transparently addressing customer concerns, and furnishing relevant information to ensure compliance.
Account Issues	Complaints related to account registration, login, security, and verification processes.	Fasset pledges to promptly verify customer identities, assist with account issues effectively, and ensure compliance with security protocols.
Technical Glitches	Complaints regarding platform downtime, errors, glitches, or issues with trading interfaces.	Fasset vows to closely monitor platform performance, address technical issues promptly, and minimize disruptions to users.

Customer Support Concerns	Complaints about unresponsive or inadequate customer support, including delays in response times or ineffective resolutions.	Fasset is dedicated to promptly acknowledging inquiries, escalating unresolved issues, and enhancing response times and support effectiveness.
Disputes with Third Parties	Complaints involving disputes with third-party service providers, such as payment processors or wallet services.	Fasset pledges to facilitate communication with third parties, ensure fair resolution, and provide regular updates to customers.
General Inquiries and Feedback	Complaints including general inquiries, feedback, or suggestions for platform improvements.	Fasset is committed to promptly acknowledging and valuing feedback, utilizing it for continuous improvement endeavors.

4. Resolution Process:

The resolution process for complaints at Fasset prioritizes prompt acknowledgment and empathetic understanding towards customers' concerns, with acknowledgments provided based on the category of the complaints. Immediate attempts at resolution will be made for complaints attributed to Funds Security, Transactional Errors or matters related to regulatory and compliance. The other categories will be handled as per our complaint handling service level agreements.

5. Unresolved Complaints:

Unresolved complaints or those stemming from errors on Fasset's part will be escalated to the Complaint Handling Manager for further action and thorough investigation. Throughout the resolution process, customers will receive regular updates on the

progress and timeline for the resolution of their complaints, fostering transparency and keeping them informed. In cases necessitating additional time for resolution, customers will be promptly notified with estimated timelines, effectively managing expectations and demonstrating our commitment to resolving issues promptly and effectively.

In addition to escalation to the Complaint Handling Manager, unresolved complaints or those requiring further action may also be escalated to other cross-functional teams within Fasset, including engineering, finance, regulatory and compliance, and marketing, among others. This multi-disciplinary approach ensures that complaints are addressed comprehensively and collaboratively, drawing upon the expertise and resources of various departments to achieve timely and effective resolution. By leveraging the diverse skill sets and perspectives of these teams, Fasset aims to provide holistic solutions to customer concerns while maintaining alignment with organizational goals and regulatory requirements.

6. Service Level Agreement (SLA):

Fasset commits to acknowledging complaints within **15 minutes** during business hours (for digital channels), taking action within **one week**, and resolving complaints within **four weeks**. Exceptions may apply in extraordinary circumstances, with communication provided to customers accordingly. In exceptional cases where a complaint cannot be resolved within **four weeks**, Fasset must inform the customer about the reasons for the delay, provide regular updates on the status of the complaint, and offer an estimated time for resolution. Fasset is committed to resolving such complaints as soon as practicable and minimizing any delays.

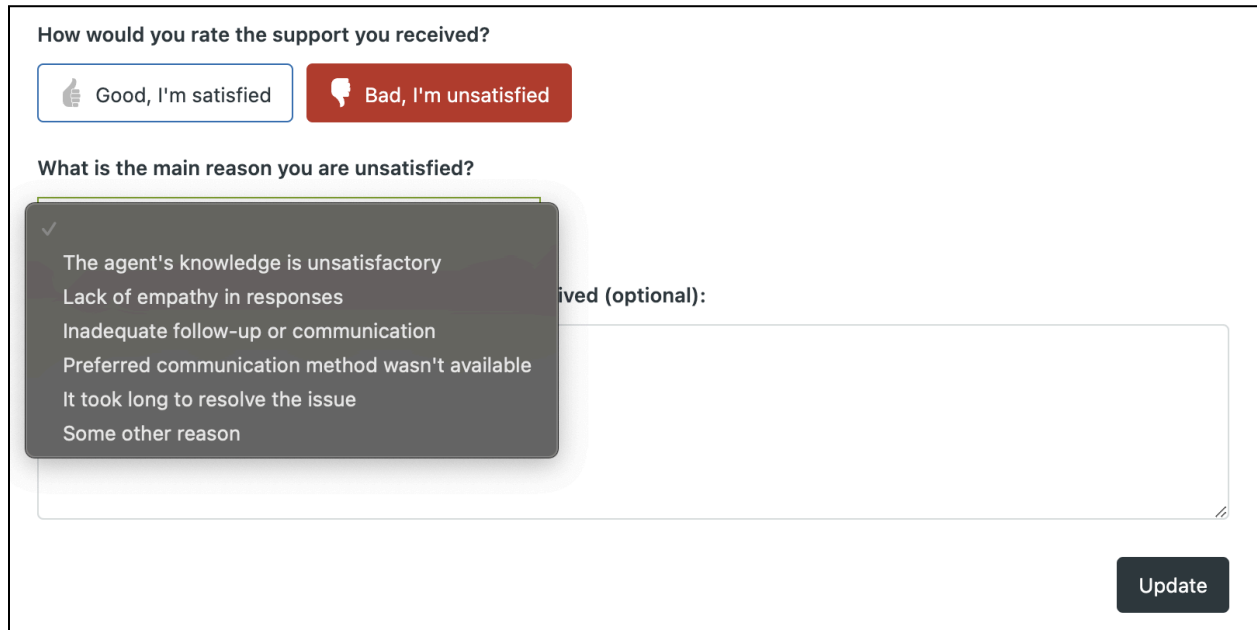
The operating hours for the Customer Experience team are from **08.00 to 00.00 hours (Jakarta Time), 7 days a week (Monday to Sunday)** including during the holiday seasons. Please note that during global holiday seasons are served with limited capacity due to having a global team structure.

7. Service Guarantee:

Fasset guarantees confirmation of complaint resolution via email or support ticket within 15 mins since the last communication. Reminder emails will be sent if necessary to ensure continuous communication until resolution.

8. Customer Satisfaction Survey:

Upon a complaint is set to be solved, a Customer Satisfaction Survey (CSAT Survey) will be sent to the customer to collect customer's feedback regarding our services and product. We provide feedback by rating **“Good, I’m satisfied”** or **“Bad, I’m unsatisfied”**. For bad reviews, there will be a drop-down list to select. Below is an example of the rating provided and monthly reports are extracted to ensure continuous improvement in Fasset customer experience team service to customers.



The screenshot shows a web-based survey form. At the top, it asks "How would you rate the support you received?". There are two buttons: a blue-outlined button with a thumbs-up icon and the text "Good, I'm satisfied", and a red button with a thumbs-down icon and the text "Bad, I'm unsatisfied". Below this, it asks "What is the main reason you are unsatisfied?". A dark grey dropdown menu is open, showing a list of reasons with a checkmark next to the first one: "The agent's knowledge is unsatisfactory". Other options include "Lack of empathy in responses", "Inadequate follow-up or communication", "Preferred communication method wasn't available", "It took long to resolve the issue", and "Some other reason". To the right of the dropdown is a text input field labeled "Additional comments (optional):". At the bottom right of the form is a dark grey "Update" button.

9. Compliance with Regulations:

At Fasset, we are deeply committed to upholding the highest standards of regulatory compliance in all aspects of our operations, particularly in the handling of customer complaints. Our Compliance Team diligently ensures that our practices align with the stringent regulations governing customer complaints, including robust reporting requirements to regulatory bodies or authorities. We recognize the paramount importance of customer privacy and trust in our operations. Therefore, our Customer Experience Team undergoes dedicated training to ensure their comprehensive understanding and compliance with regulatory standards. These training sessions equip our team members with the knowledge and tools necessary to navigate evolving regulations while upholding the confidentiality of customer complaints.

Additionally, we have implemented a suite of digital tools and stringent standard operating procedures (SOPs) to safeguard the privacy and security of customer information throughout the complaint handling process. By prioritizing regulatory compliance and customer privacy, we aim to foster trust and confidence among our valued customers, reinforcing our unwavering commitment to their satisfaction and peace of mind.

10. Handling Complaints Involving Third-Party Entities:

At Fasset, we understand that complaints involving third-party entities require careful attention and proactive management to ensure swift resolution and maintain transparency with our customers. Therefore, our Complaint Handling Staff are trained to proficiently receive, acknowledge, and diligently resolve complaints involving third-party entities on behalf of our customers.

We prioritize timely updates on the progress and resolution of these complaints, keeping customers informed at every step to uphold transparency and accountability in our operations. Our commitment to transparency extends to our interactions with third-party entities, as we strive to facilitate open communication and collaboration to address customer concerns effectively. By maintaining a proactive approach and fostering collaborative relationships with third-party entities, we aim to resolve complaints swiftly while upholding our commitment to customer satisfaction and trust.

11. Complaint Escalation Method:

At Fasset, we strive to resolve all complaints promptly and efficiently. However, if you are not satisfied with the initial resolution, you have the option to escalate your complaint to ensure it receives the necessary attention and action.

If you have any complaints, please contact us through the following channels:

Mailing Address: 3501 ResCo-work 07, AL Maqam Tower, 34th Floor, ADGM Square, Al Maryah Island, PO. Box 35665, Abu Dhabi. United Arab Emirates.

Email Address: admin@fasset.com

Telephone Number: +971 4234 8780

If you feel your complaint has not been adequately addressed, you can escalate it to our regulators such as:

For Bahrain:

The Central Bank of Bahrain (CBB). The CBB oversees financial institutions and can provide further assistance with your complaint.

For further assistance, you can also reach out to the Central Bank of Bahrain (CBB) using the details below:

Mailing Address: Central Bank of Bahrain, PO Box 27, Manama, Kingdom of Bahrain

Website: CBB Website: [Consumer Information | CBB](#)

Telephone Number: +973 1754 7777

12. Redress and Compensation:

At Fasset, we are dedicated to ensuring that all complaints are addressed fairly and effectively. Depending on the nature of the complaint and the outcome of our investigation, we may offer redress in the form of compensation or other appropriate measures. Our aim is to resolve issues to the satisfaction of our customers while adhering to regulatory requirements and maintaining transparency.

1. Compensation:

- **Assessment of Compensation:** If Fasset determines that financial compensation is the most appropriate form of redress, we will carefully assess the situation to ensure that the compensation offered is fair and proportionate to the inconvenience or loss suffered by the complainant.
- **Fair Compensation:** We are committed to providing fair compensation that adequately addresses the complainant's concerns. The amount and form of compensation will be determined based on the specifics of the complaint and any regulatory guidelines.
- **Compliance with Offers:** Once an offer of compensation is made by Fasset and accepted by the complainant, we will ensure prompt compliance with the terms of the offer. This means that the compensation will be provided within a reasonable timeframe and in the agreed-upon manner.

2. Other Forms of Redress:

- **Non-Financial Redress:** In some cases, redress may involve actions other than financial compensation. This could include corrective measures such as rectifying an error, providing additional services, or making necessary adjustments to the complainant's account.
- **Timely Implementation:** When redress in a form other than compensation is deemed appropriate, Fasset is committed to implementing the necessary measures as soon as practicable. Our goal is to resolve the issue efficiently and to the satisfaction of the complainant.
- **Communication:** Throughout the process, we will maintain clear and open communication with the complainant, keeping them informed of the steps being taken to address their concerns and the expected timeline for resolution.

By providing both financial and non-financial redress options, Fasset aims to address a wide range of complaints effectively. Our commitment to fairness and transparency ensures that all customers receive the appropriate resolution for their issues.

13. Record Keeping of Customer Complaints

At Fasset, we are committed to maintaining meticulous records of all customer complaints to ensure transparency, accountability, and continuous improvement in our services. We adhere to the highest standards of record-keeping as outlined in regulatory guidelines.

We meticulously record each customer's identity, capturing their full name and contact details. Every complaint is documented with a clear description of the issues raised by the customer on our digital complaint management system. We maintain an updated status for each complaint, noting whether it has been resolved or is still ongoing, and specify any actions taken to address it. All correspondence related to complaints, from initial submission to final resolution, is meticulously recorded and securely retained for a **minimum of 10 years**. This comprehensive record-keeping system ensures that we can promptly address customer concerns, identify recurring issues, and continually enhance our service delivery.