

Complaint handling form

1. General

1.1. “Kabwohe Omukace OÜ” (hereinafter referred to as “the Company”)(operating under the trading name “TradeStap”), whose registered office is at Rävala pst 8, 10143, Tallinn linn, Harju maakond, Eesti Vabariik, is registered as Corporation under Entity Number 14789250.

1.2. The Company has implemented this Complaint's Handling Form to provide a fair and fast resolution of any complaints that may occur as a result of our relationship.

2. Submitting the Complaint

2.1. If the Client has an issue about any of the Company's services, the Client should send a written complaint to (complaint@домен компании) The Back Office receives all Client complaints as soon as the complaint is filed by the Client.

2.2. The Client is not permitted to make any false complaints or claims with the

intent to defraud, scam, extort, blackmail, or otherwise threaten the Company and/or its authorized representatives. In the event of a breach of the foregoing, the Company reserves the right to take whatever legal action it deems necessary to secure its legal and lawful interests against the Client and/or any third person.

2.3. We will acknowledge receipt of your complaint within five (5) days of receiving it and give you with the complaint's unique reference number. You should use the unique reference number in all future communications with the Company regarding the specific complaint.

3. Handling the Complaint

3.1. Once we have acknowledged receipt of your complaint, we will carefully analyze it, investigate the facts behind it, and strive to resolve it as soon as possible.

3.2. We will make every attempt to investigate your complaint and respond to you with the results of our investigation within 1 (one) month of receiving your

Complaint handling form complaint. Throughout the investigation, we will keep you informed about the status of your complaint.

3.3. We may contact you directly (through e-mail or phone) in order to acquire additional explanations and information about your complaint if necessary.

3.4. If the Company is unable to reply within 1 (one) month term, it will notify the complainant of the reason for the delay and provide an expected time for the inquiry to be completed, which will not exceed 2 (two) months from the day the complaint was submitted.

3.5. Please be aware that if you do not respond to our officers within 2 (two) months of the date of your complaint submission or the date of your most recent communication with the Company, whichever one is later, the Company will consider your complaint closed and the relevant investigation will be stopped. To speed the investigation and possible resolution of your complaint, we will need your full cooperation.

4. The Decision

4.1. When we reach a decision, we'll let you know, along with an explanation of our view and any remedial action we plan to take (if applicable).

4.2. When the Company's final decision on the complaint does not fully satisfy the client's demands, the Company must provide a detailed explanation of its position on the complaint, as well as the client's options to pursue the complaint through alternative dispute resolution mechanisms, or the appropriate courts.

5. Complaint Form

5.1. If you want to file a complaint, you must fill out this form.

5.2. Please keep in mind that the Complaint Form provided below is just indicative and not exhaustive. In relation to your complaint, the Company may request more information, clarifications, and/or evidence.

Complaint handling form

Date: _____ Name: _____ Surname: _____

ID or Passport Number: _____

Country of nationality: _____

Legal Entity Name: _____

(in case the Client is a legal person)

Account Trading Number: _____

Postal Address: _____ City: _____

Code: _____ Country: _____

Telephone Number: _____ E-mail: _____

Description of the Complaint:

Signature: _____

Date: _____