

Dear Customer,

You can share your complaints and objections regarding the transactions you have made on Finnova with us 24/7 through the form beside. Responses to your complaints will be sent to your registered email address on our platform no later than 2 business days.

Sincerely,

**Customer Complaint Form**

Your Name:

Your Surname:

Your Email Address:

Account (Customer) Number:

Address:

Legal Basis of Your Complaint:

Explanation Regarding the Transactions Subject to the Complaint:

Finnova Crypto Trading Platform's Explanation About the Complaint:

Actions Taken: