

Complaint Resolution

Effective date: July 25, 2025

We strive to ensure that you are satisfied with our services. If you are not, we will do everything to resolve any issues you face as soon as possible.

You may submit your complaint free of charge in any official EU language via the following channels:

E-mail (preferred): support@looi.io

Postal address: Kentreed s.r.o., Aviatická 1092/8, Prague, 161 00, Czech Republic

The following information is required for processing your complaint:

- Complainant complete contact details (name, address, email address, telephone no.);
- A comprehensive description of the situation;
- Copies of relevant documents, if available.

We encourage you to use the *dedicated form* for the complaint submission (preferred) and to clearly mark the subject line of your email or letter as COMPLAINT. Providing comprehensive details in the complaint will help ensure a prompt and high-quality response. If the *dedicated form* is not used, please include as much relevant information as possible to facilitate efficient handling of your case.

Within four (4) business days from the receipt of the complaint, you will receive an acknowledgement of receipt.

We will investigate and respond to your complaint as soon as possible, typically within ten (10) business days after our acknowledgment that we have received your complaint.

In some cases, the investigation may take longer to respond, but no longer than two months after your complaint has been received. We will keep you informed about status update and all steps taken to handle the complaint.

During the complaint resolution period, we may request additional information or documents to finalize our investigation and provide appropriate support and resolution, which will suspend the aforementioned deadline.

If the requested information is not provided within twenty (20) calendar days from the date of our request, the complaint will be deemed closed, and you will be notified of this closure. You may contact us again to submit further information to address your complaint, in which case it will be treated as a new complaint.

We will retain a record of any complaints and their resolution in accordance with our internal retention, data protection and client confidentiality policies.

SUBMISSION OF A COMPLAINT

1.a Personal data of the complainant

LAST NAME	FIRST NAME	EUID/NATIONAL REGISTRATION/ ID NUMBER:	CUSTOMER REFERENCE (IF AVAILABLE)

ADDRESS: STREET, NUMBER, FLOOR	POSTCODE	CITY	COUNTRY

TELEPHONE		EMAIL	

1.b Contact details (if different from 1.a)

LAST NAME	FIRST NAME

ADDRESS: STREET, NUMBER, FLOOR	POSTCODE	CITY	COUNTRY



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TELEPHONE		EMAIL	
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2.a Personal data of the legal representative (if applicable) (a duly certified power of attorney or other official document as proof of the appointment of the representative)

LAST NAME	FIRST NAME/LEGAL ENTITY NAME	REGISTRATION/ ID NUMBER:

ADDRESS: STREET, NUMBER, FLOOR	POSTCODE	CITY	COUNTRY

TELEPHONE		EMAIL	
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2.b Contact details (if different from 2.a)

LAST NAME	FIRST NAME

ADDRESS: STREET, NUMBER, FLOOR	POSTCODE	CITY	COUNTRY



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TELEPHONE		EMAIL	
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3. Information about the complaint

- Full reference of the crypto-asset service or agreement to which the complaint relates (i.e. name of the crypto-asset service provider, crypto-asset service reference number, or other references of the relevant transactions ...).*
- Description of the complaint's subject-matter. Please provide documentation supporting the facts mentioned.*
- Date(s) of the facts that have led to the complaint*
- Description of damage, loss, or detriment caused (where relevant)*
- Other comments or relevant information (where relevant)*

In _____ (place) on _____ (date)

SIGNATURE

Complainant/Legal Representative

Documentation provided (please check the appropriate box and list the documents attached to the complaint):

Duly certified power of attorney or other relevant document	
Copy of the contractual documents of the investments to which the complaints relate	
Other documents supporting the complaint	