CoinCash – Tiwala Solutions Kft.

Complaint form

Template pursuant to the Annex to Commission Delegated Regulation (EU) 2025/294 (Annex 2 to the Complaint Handling Policy v3.0) · v1.1 (30 Sept 2026)

Use of the form	**Use of this form is optional; complaints may also be submitted in free text. Submission: by e-mail (support@coincash.eu), by post (1131 Budapest, Mosoly utca 40/A 1. em. 3., Hungary), in person by appointment, or by telephone (recorded line: +36 1 800 1355, on business days between 9 a.m. and 5 p.m.; voicemail outside these hours). Complaint handling is free of charge.**

A) Complainant details

Field	Details
Surname, first name / name of legal entity	
For legal entities: name of representative, registration number	
Address (street, number, postal code, city, country)	
E-mail address	
Telephone number	
Client number (if any)	
Name and contact details of the authorised representative (if the complaint is submitted by a representative – power of attorney to be attached)	

B) Subject of the complaint

Field	Details
Service concerned	☐ purchase of crypto-assets ☐ sale of crypto-assets ☐ exchange of crypto-assets ☐ other (e.g. customer service, information, fees)
Identifier of the transaction concerned (order form number / pre-order ID / transaction ID), if any	
Date of the event	
Description of the complaint (facts, timeline, what happened)	
What the complainant requests (desired remedy)	
List of attached documents	

C) Contact preferences

Field	Details
Language of the complaint and of the reply	☐ magyar / Hungarian ☐ English
Preferred means of reply	☐ e-mail ☐ on paper, by post
Is the complainant a consumer (a natural person acting outside their trade, business or profession)?	☐ yes ☐ no
Date, signature (for postal or in-person submission)	_____

The Company acknowledges receipt of the complaint without delay, at the latest within 3 working days, and provides a reasoned reply within 30 days of the complaint being made – and in any event within 2 months. Detailed rules of complaint handling and the available redress mechanisms: coincash.eu/panaszkezeles. Information on data processing is provided in the Privacy Notice (v2.1).