



## COMPLAINTS POLICY

Mint Exchange is committed to providing a high standard of service to all our customers on every occasion. We do recognize however, that occasionally there may be circumstances where you are dissatisfied with the service you may have received.

If you have a complaint about any aspect of our service then we would like to hear from you. You can contact us by telephone or in writing, by post or fax on the details given below:

**Email:** [complaints@mintexchange.io](mailto:complaints@mintexchange.io)

**Address:** Mint Exchange Ltd., 171, Old Bakery Street, Valletta, VLT 1455, Malta

To help us investigate and resolve the complaint as quickly as possible, please make sure you provide the following information:

1. Your name,
2. Your address
3. Your email
4. Your phone number
5. Your Username
6. A clear description of your concern or complaint
7. Details of what you would like us to do
8. Copies of any relevant correspondence, logs, etc.. to aid us in understanding your complaint.

We will try to resolve your complaint as quickly as possible and with minimum inconvenience to you.