



# BUX Crypto Complaints Information

Date: 8 December 2021  
Version 1.0

## Complaints Procedure

In the event where you have any reason to feel dissatisfied with any aspect of our service, you may submit a complaint. This Complaints Procedure has been established to enable us to handle your complaints efficiently.

### A. Submitting a complaint to Customer Support

In the first instance you should contact our Customer Support via email to [support-crypto@getbux.com](mailto:support-crypto@getbux.com). Most customer's concerns can be resolved by our Customer Support, who will do all they can to help.

You are required to send the query in writing and should at least include the following information:

1. your name and address;
2. telephone number
3. a description of your complaint; and
4. the date and time of the issue;

If any of the above mentioned information is not mentioned in your complaint, you should be aware that this might delay our response time. If the matter cannot be resolved at this level, you should make it clear that you remain unhappy with the outcome and ask the matter to be escalated. The matter will then be referred to our Compliance Department.

### B. Submitting a complaint to Compliance Department

You can submit your complaint to us in a number of ways:

#### By post:

If you prefer, write to us at:  
BUX Alternative Investment B.V.  
Plantage Middenlaan 62  
Amsterdam, 1018 DH  
Netherlands

By email: [compliance@getbux.com](mailto:compliance@getbux.com)

To help us investigate your complaint as quickly and efficiently as possible, please provide us with:

1. your name and address;
2. a daytime telephone number on which we can contact you;
3. your account details;
4. a description of your complaint; and
5. the date and time of the issue;

Please provide a clear description of your complaint, and what you would like us to do to resolve it.

The Compliance Department will acknowledge your complaint within 5 (five) business days and endeavour to resolve your complaint within 28 (twenty eight) days. However, from time to time, it may be necessary to carry out further investigation to ensure we fully resolve your complaint. If this occurs, we will keep you updated on the progress of your complaint. Our Compliance Department will inform you of our position on the complaint and about possible options.

If our Compliance Department is unable to resolve your complaint within 8 (eight) weeks of receipt, or if you are not satisfied with the response, you may consider taking the case to a civil action in front of a competent Dutch court.