

Complaints Handling Policy

Last Updated: [01/03/2025]

This Complaints Handling Policy ("Policy") is issued by **Paera UAB** ("Paera," "we," "us," or "our"), a company incorporated and registered in Lithuania with company number 306695227 and registered office at Vilnius, Žalgirio g. 88-101, LT-09303. This Policy outlines how Paera handles complaints regarding the services we provide, and it applies to all users ("you," "User") of our cryptocurrency exchange services ("Services").

1. Purpose

We are committed to providing high-quality Services to our users. However, in the event of dissatisfaction, we have established a clear and transparent process for handling complaints. This Policy aims to ensure that complaints are handled fairly, promptly, and effectively.

2. How to Submit a Complaint

If you have a complaint regarding our Services, please follow the steps outlined below:

- **Step 1: Contact Us**
You can submit your complaint by contacting us via our official customer support email: **support@paera.com** or through our dedicated complaints form on the website.
- **Step 2: Provide Detailed Information**
When submitting your complaint, please provide as much detail as possible, including but not limited to:
 - Your full name and contact information.
 - A detailed description of the issue.
 - The date and time when the issue occurred.
 - Any supporting documents or evidence.
- **Step 3: Acknowledgment of Complaint**
We will acknowledge the receipt of your complaint within 48 hours.

3. Investigation and Resolution

Once your complaint has been acknowledged, we will begin an investigation. The investigation process will include:

- Reviewing the details provided and any related documentation.
- Analyzing the facts and circumstances surrounding your complaint.
- Consulting relevant departments or individuals within Paera if necessary.

We will strive to resolve your complaint within 10 business days. If this is not possible, we will provide you with an update on the progress and the expected time frame for resolution.

4. Outcomes and Communication

Once the investigation is complete, we will notify you of the outcome and any actions that have been taken to resolve the issue. Our response will include:

- A summary of the investigation process.
- A clear explanation of our findings.
- Any corrective actions we have implemented to address the issue.

5. Escalation

If you are not satisfied with the outcome or resolution provided by us, you may request to escalate your complaint to a higher level within the company. You may also consider contacting the relevant regulatory authority in Lithuania or seeking legal advice, depending on the nature of the issue.

6. Confidentiality and Data Protection

All complaints will be handled confidentially, and personal data will be processed in accordance with our Privacy Policy and applicable data protection laws. We will only use the information provided to resolve the complaint and improve our Services.

7. Continuous Improvement

We value feedback from our users and are committed to improving our services. Complaints are an important source of insight that allows us to identify potential areas of improvement and prevent future issues.

8. Contact Information

For any questions or further information regarding this Policy, please feel free to contact us at:

- Email: **support@paera.com**
- Address: Vilnius, Žalgirio g. 88-101, LT-09303, Lithuania

By using our Services, you acknowledge that you have read, understood, and agree to this Complaints Handling Policy.