



HighBlock Limited

Complaint Handling Procedures

Date: 28 Oct 2025

Version 2.0

Complaints Handling Procedures

Customers who are dissatisfied with the services or products provided—or not provided—by HighBlock Limited (the “Company”, “BitV”, “we” or “us”) are entitled to submit a complaint. Upon receipt, the Company will assess and address the matter as promptly and efficiently as possible, ensuring fairness and transparency throughout the process.

How to Submit a Complaint

Complaints may be submitted to the Company via email at support@bitv.com. Customers are encouraged to provide a comprehensive account of the issue, including all relevant circumstances, dates, and supporting details to facilitate a timely resolution.

Information Required When Lodging a Complaint

To enable the Company to verify the complainant’s membership and handle the complaint efficiently, customers should provide the following information:

- (i) Full name, address, and other relevant personal details (such as account number or account identifiers, if applicable);
- (ii) A clear and concise description of the complaint, including specific details of the incident or issue;
- (iii) Copies of any supporting documents, correspondence, or evidence related to the complaint; and
- (iv) A description of the outcome or resolution sought from the Company.

All personal information collected will be processed in accordance with the Company’s **Privacy Policy**.

How Complaints Are Handled

Complaints will be reviewed and addressed by:

- (a) an individual not directly involved with the subject matter of the complaint, or
- (b) a compliance officer.
 - (i) **Simple Complaints:** If a complaint can be resolved quickly, the Company will provide the complainant with a response within one (1) week of receipt, including the outcome of the investigation and an explanation of the decision.
 - (ii) **Incomplete or Non-Genuine Complaints:** If a complaint lacks sufficient information or is deemed non-genuine, no investigation will be carried out, and the complainant will be informed accordingly.

- (iii) **Complaints Requiring Further Investigation:** For complaints requiring additional investigation, the Company will acknowledge receipt within one (1) week and aim to provide a substantive written response within four (4) weeks. A final resolution will generally be issued within two (2) months.

Note: The above timelines are indicative and may vary depending on the complexity of the complaint, the volume of supporting information required, or any subsequent communication with the complainant. If an investigation takes longer than two (2) months, the Company will issue an interim report outlining the progress and expected timeframe for resolution.

If Customers Are Unsatisfied with the Company's Response

If a customer is dissatisfied with the Company's response, they may:

- (i) Request a review of the decision by providing additional information or evidence; or
- (ii) Escalate the matter to relevant regulators or authorities.

Should the complaint remain unresolved through the Company's internal processes, customers have the right to refer the dispute to the **Hong Kong Financial Dispute Resolution Centre (FDRC)**. Further information on the FDRC's dispute resolution process can be found at <https://www.fdrc.org.hk/>.

Contact Us

Should you have any questions or comments regarding these principles or the handling of your personal data, please contact us at:

Address: 1704-1705 17/F, Universal Trade Center, 3 Arbuthnot Road, Central, Hong Kong

Email: support@bitv.com

Website: www.bitv.com