

WithMetis Group Complaints Policy

Last updated: June 11th, 2022

In order to improve our services we value any customer's complaints. [WithMetis](#) Group has a policy to address each complaint with integrity, objectivity and a timely manner.

All complaints received by [WithMetis](#) Group are registered as soon as received, and relevant actions are taken with respect to such complaints.

Therefore, if you have any complaints, please kindly follow the below procedure and we will do our utmost to resolve any issue without unnecessary delay.

We intend and ensure to learn through our users and improve their experience by treating them fairly, promptly and efficiently.

Making a complaint

If you feel dissatisfied with any aspect of our services, then please contact WithMetis at complaints@withmetis.com or send a letter to our Head Offices at following address:

WithMetis
3rd Floor
Theotoki 6
1055, Nicosia
Cyprus

Please ensure that your complaint contains a clear description of all facts surrounding your case and supported documentation and/or evidence if possible.

What we will do

Within 5 (five) business days upon receipt we will formally acknowledge the complaint by email.

Any complaint is investigated and seeks to be resolved **within 15 business days from the acknowledgement day**. You will be contacted by us on the progress, and if we cannot provide a final response within the set time frame above our deadline for such response will be no later than 40 business days after acknowledgement.

The Financial Ombudsman Service

If we are unable to resolve your complaint to your satisfaction after the 40 business days have elapsed, you may choose to escalate a complaint in writing addressed to:

Complaints regarding WithMetis software, developer tools and HODL engine.

Financial Ombudsman Service
15 Kypranoros

1061 Nicosia
Cyprus

Email: complaints@financialombudsman.gov.cy

Complaints regarding WithMetis Markets crypto asset(s) exchange and crypto asset(s) custody services.

Žalgirio str. 90,
LT-09303
Vilnius,
Lithuania

Email: frpt@lb.lt