

Socios Europe Services Limited

Complaints Management Policy - Summary

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Approved By: The Board of Directors

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About this document

Purpose

This summary (the “**Summary**”) of Socios Europe Services Limited (“**Socios**”) Complaints Management Policy (the “Complaint Management Policy”) is designed to provide clients with a clear and transparent description of the rules and processes established by Socios at a Group level for the management of complaints from clients in relation to the services and products provided by Socios through the Socios.com platform (“**Socios Platform**”) it operates.

The Complaints Management Policy outlines the principles, guidelines, and procedures for managing and resolving clients’ complaints effectively and fairly, in accordance with regulatory requirements under the Markets in Crypto-Assets Regulation (Regulation (EU) 2023/1114) (“**MiCA**”).

Scope

This Summary applies to any complaint raised by clients of Socios in relation to the services and products available on the Socios Platform. For clarity purposes, clients of Socios may access the following services and products on the Socios Platform:

- \$CHZ purchase
- Socios Wallet
- Token Hunt
- Fan Token Leaderboard
- Game Predictor
- Fan Token Staking
- Fan Rewards

Contest, Raffles and similar marketing promotions and campaigns that may be conducted on the Socios Platform from time to time.

For a more comprehensive description of the products and services available on the Socios Platform, clients are encouraged to refer to the [Socios.com Platform Terms of Use](#) (the “Platform Terms”).

Only complaints that are directly related to products or services provided by Socios or by third parties commissioned by Socios on the Socios Platform fall within the scope of the Complaint Management Policy established by Socios. Products and services provided by third parties on their own behalf, such as complaints related to the listing or delisting of any crypto-assets on third-party platforms, are outside the scope of the Complaint Management Policy.

Definitions

Under this Summary, the below terms shall have the following meanings:

- **Clients:** Refers to any natural or legal person who opened an account on the Socios Platform and engaged in the crypto-asset services provided by Socios through the Platform.
- **Complainant:** Any customers of Socios who address a complaint to Socios related to the crypto-asset services it provides on the Socios Platform.
- **Complaints:** A statement of dissatisfaction addressed to Socios by one of its clients relating to the provision of one or more crypto-asset services.
- **Crypto-assets:** A digital representation of a value or of a right that is able to be transferred and stored electronically using distributed ledger technology or similar technology. In the context of this Summary, custody of crypto-assets provided by Socios only applies to crypto-assets issued and stored on the Chiliz Chain.
- **Socios Platform:** Refers to any CAP-20 token issued on the Chiliz Chain and for which Socios provides custody services.

Revision History

Version	Date	Description of Change
1.0	01-10-2025	Initial Release

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1. Submission of Complaints

Customers can raise a complaint by completing the Complaint Form and addressing it to Socios support team at support@socios.com. This form is made available by Socios in English and in all official languages of the EU Member States where Socios provides services. Complaints are free of charge for the complainant.

Complainants are provided with the Complaint Form to facilitate the management of complaints, however, complainants may address their complaints in any form. The Complaint Form provided by Socios does not constitute a condition of the admissibility of the complaint.

2. Complaints Acknowledgement

Upon reception of a complaint, Socios will provide a written acknowledgement of such complaint to the complainant within two (2) business days. When acknowledging complaints, Socios will indicate to the complainant the identity and contact details of the individual within its organisation to whom the complainant may address further queries in relation to their complaints. In addition, the acknowledgement will include an indication of the date when the complaint was received and a copy of the complaint form filled by the complainant where applicable.

3. Investigation of Complaints

Socios will gather information in relation to the complaint and investigate all evidence submitted by the complainant. In this regard, Socios may request additional information if such information is missing and is not accessible to Socios. During the time of the investigation, Socios is engaged to keep the complainant informed of any additional steps related to the handling of the complaint, and will reply to any reasonable request for information as soon as such information can be provided to the complainant.

Socios has designated an individual within its organisation, in the person of its Compliance Officer, responsible for investigating complaints fairly and identifying or mitigating any possible conflicts of interest when processing customers' complaints.

4. Response to Complaints

After investigation, Socios will communicate the final outcome of the complaint in an electronic format by not later than fifteen (15) working days from when the complaint was registered and in any case within two (2) months of the date the complaint is received by the Company. Any final outcome communicated to the complainant must include a response to all the points raised by the complainant within the complaint, together with a clear indication of the reasons justifying the final outcome. Such outcomes shall be consistent with the outcomes of any previous similar complaints addressed to Socios, whether from another complainant or from the same complainant.

If Socios cannot provide a final outcome by not later than fifteen (15) business days from the date the complaint was received, Socios will inform the complainant about the causes of such delay and specify the date on which it aims to provide the complainant with a final outcome in relation to the complaint. Socios shall provide a final outcome to the complainant by not later than two (2) months of the date the complaint was received.

If the outcome requested by the complainant cannot be provided, Socios will indicate within its response to the complaint alternative resolution mechanisms available to the complainant, including the possibility of escalating the matter to the Office of the Arbiter for Financial Services. The Office of the Arbiter of Financial Services is a body set up under applicable Maltese laws and is independent and impartial of Socios.

5. Register of Complaints

Socios holds a register of any complaints it receives from clients. Such register is updated as soon as Socios receives a complaint, and includes the following information in relation to each complaint:

- The subject of the complaint.
- The name of the complainant.
- The service or product to which this complaint refers to.
- The date when the complaint was received, and ultimately, the date when the complaint was answered by Socios.
- A summary of the complaint.
- The summary of the actions taken and any relevant outcome in relation to the complaint.
- The date of resolution of the complaint, or otherwise the date of the latest communication with the complainant.
- A copy of every correspondence relating to the complaint being processed.

The information collected by Socios through this process are subject to Socios.com's Privacy Policy (<https://www.socios.com/legal-hub/policies/privacy/privacy-policy/en>) and, when such information constitutes personal data, are treated in accordance with applicable data protection laws and regulations. Specific records within the register of complaints may be provided by Socios to complainants upon request and are kept for a period not exceeding seven (7) years from the date of the complaint.

Socios monitors the register of complaints on an ongoing basis and analyses the following data in relation to complaints recorded within the register:

- The average processing time for each step of the complaints handling procedure, including acknowledgement, investigation, and response time.
- The number of complaints received, and for each step of the complaints handling procedure, the number of complaints where Socios did not comply with the maximum time limits set out in its complaints handling procedure.
- The products or services to which each complaint relates.
- The outcomes of investigations for each complaint.

Socios provides reports of the complaints it receives from customers to the Malta Financial Services Authority (“**MFSA**”) on an annual basis, including a summary of such complaints, their resolution status, and any systemic issues identified through such complaints, in accordance with MiCA provisions.