YOUHODLER (NAUMARD LTD) COMPLAINTS PROCESS

This document shows you what to do if you are not satisfied with our service. We have a simple process for complaints for you to follow that helps us resolve your complaint as quickly as possible. Please be aware that any initial queries you have can be answered on the YouHodler Help Center which is available on here.

Complaints can be sent by e-mail support@youhodler.com or to the Complaint Resolution Committee at this link.

In your complaint, please provide the following details:

- Your account ID (email address);
- Explanation of the issue/incident;
- Date and time of the issue/incident;
- Relevant Transaction/Loan ID visible at the Platform;
- Other information which is your opinion could be valuable for the investigation process.

Getting an independent review of your complaint after contacting YouHodler.com
If you are still dissatisfied, you can request a review from the Blockchain Association. This is an independent self-regulatory organization. Blockchain Association provides consumers with a free, independent service for resolving disputes with financial service providers. Where we have been unable to resolve the issue to your satisfaction we can advise whether it may be eligible for referral to the Blockchain Association. Further information regarding the procedures and rules that need to be followed during the mediation process are available here.

How to contact the Blockchain Association
In the event that you are dissatisfied with the response of the complaint, you can fill in the form which is available on this link.

If you have any further questions on Blockchain Association and its processes, the contact information is available here:

BY WEB FORM: blockchainassociation.io/contact-us/
BY POST: 3rd floor office, 209 Regent Street, London W1B 3HH
Room 1005,10/F, Tai Yau Building, 181 Johnston Road, Wan Chai, Hong Kong

BY PHONE: +1-929-353-7227
BY EMAIL: info@blockchainassociation.io

DISCLAIMER: The Company reserves the right to leave a claim, complaint, or request of the Client without consideration in case they include: emotional evaluation; offensive approach towards the Company and/or its employees. The Company may temporarily suspend your use of the services if the subject matter of the complaint requires the suspension of services in order to resolve technical issues.