

COMPLAINT AND DISPUTE HANDLING REGULATIONS (EXCERPT)

ARTICLE 1 PURPOSE

The purpose of these Regulations is to stipulate standards and procedures for handling any complaints and disputes (hereinafter referred to as the “Complaint(s), Etc.”) that may be filed or brought by customers of Coincheck, Inc. (hereinafter referred to as the “Company”) in regard to any operational tasks performed by the Company for cryptocurrency exchange and also for leveraged cryptocurrency transactions, which are cryptocurrency-based cash settlement transactions, between the Company and such customers (hereinafter collectively referred to as the “Operational Task(s)”).

ARTICLE 2 DEFINITIONS

1. The term “complaint(s)” used herein means expression of dissatisfaction by a customer to the Company in regard to the Company’s service, sales activities, etc. that concern the Operational Tasks.
2. The term “dispute(s)” used herein means the type of complaint that cannot be resolved between the Company and any customer that has raised it.

ARTICLE 3 PROCESSING POLICY

1. When processing any Complaint, Etc., all concerned departments of the Company shall cooperate with each other to clarify any relevant facts and responsibilities and resolve the case in a swift, sincere, fair, and proper manner while respecting the position of the customer that has filed the Complaint, Etc.
2. Any opinions and other input from customers must be reviewed in good faith, so that all such information can be shared internally and used to improve the Company’s business operations.
3. Each director, officer, and employee processing a Complaint, Etc. must properly handle the personal information of each customer being involved in the case so that its personal information can be protected.
4. If any anti-social force should put pressure on the Company under the pretext of some Complaint, Etc., the Company shall deal with such situation without making any concession to the anti-social force by cooperating with police and other concerned authority as needed.
5. If a Complaint, Etc. has been filed by a customer, the Company shall strive to resolve the case by offering proper explanation to the customer from time to time depending on the progress being made on the case and taking any other actions so that the customer can aptly understand the situation and remain satisfied with how the Company handles the case to an extent possible.
6. If the Company is unable to resolve any case of Complaint, Etc. internally or if it is otherwise deemed appropriate to do so, the Company shall refer the customer being involved in the case to any of the external organizations for resolving Complaints, Etc. as specified in ARTICLE 7, ARTICLE 8, and ARTICLE 9 hereof as appropriate (hereinafter referred to as the “External Organization(s)”) in order to resolve the case. In this connection, it must be noted that, even when any case that has been referred to an External Organization is being processed there, it does not exempt the Company from its obligation to properly deal with the customer that has filed the Complaint, Etc.
7. The Company shall be responsible for dealing with the External Organizations properly for the purpose of resolving any Complaints, Etc. in a swift manner.
8. The Company shall widely disseminate information on the contact point with which Complaints, Etc. can be filed, by publishing the information at the Company’s website, documents to be issued to the customers, etc. as specified in the appendix attached hereto.

ARTICLE 4 DEPARTMENT RESPONSIBLE FOR HANDLING COMPLAINTS, ETC.

1. Customer Success Department shall be the department responsible for handling any Complaints,

Etc. at the Company. Customer Success Department must prepare proper resources and procedures for receiving Complaints, Etc. from a wide range of customers, actually receive and respond to the complaints that have been filed, and perform any relevant managerial and operational tasks, while remaining attentive to the convenience of the customers.

2. As for any Complaints, Etc. filed in regard to the Company's Operational Tasks that are outsourced to outside contractors, Customer Success Department shall be the department responsible for handling such Complaints, etc. also and must take actions that are equivalent to those as specified in paragraph 1 above.

ARTICLE 7 DISPUTE RESOLUTION AND PROCESSING

The Company shall execute written agreements with the three bar associations in Tokyo (i.e., Tokyo Bar Association, Daiichi Tokyo Bar Association, and Daini Tokyo Bar Association) and strive to properly handle any complaints and resolve disputes pertaining to the Operational Tasks through the mediation and arbitration service being provided by each center that has been set up and operated by those three bar associations in Tokyo for the purpose of resolving any disputes in a fair and swift manner.

ARTICLE 8 COMPLAINT HANDLING PROCEDURE

1. The Company shall adopt and implement the measures as specified in Article 25 (1) (ii) of the Cabinet Office Ordinance on Cryptocurrency Exchange Business Operators (hereinafter referred to as the "Cabinet Office Ordinance") as measures for handling complaints pertaining to the Operational Tasks and address such complaints by resolving them through the certified association for cryptocurrency business (hereinafter referred to as the "Association") of which the Company is a member.
2. The Company shall comply with the rules of the Association and endeavor to resolve any complain by following the complaint handling procedure that is performed by the Association.

ARTICLE 9 DISPUTE RESOLUTION MEASURES

1. The Company shall ensure that each dispute is handled in a reliable and complete manner. The Company shall adopt and implement the measures as specified in Article 25 (2) (i) of the Cabinet Office Ordinance as measures for resolving disputes pertaining to the Operational Tasks and handle such complaints by resolving them through the three bar associations in Tokyo.
2. The Company shall abide by the provisions of the agreements that will be executed with the three bar associations in Tokyo and endeavor to resolve any disputes through the dispute resolution procedure to be performed by the three bar associations in Tokyo.

Appendix

1. Point of Contact for Complaints

1) The Company receives any complaints at the following address;

2-7-3 Ebisu-nishi, Shibuya-ku, Tokyo

Ichigo Ebisu Nishi Building 4F

Phone: 03-4540-2339

Hours: 10 am to 5 Pm (except weekend and national holidays in Japan)

* Please make any inquiry about how to open an account, deposit, withdrawal, and trading through the contact form on our website.

2) In addition to our point of contact, the Company intends to resolve customer's complaints through the following organization:

Certified association for payment service providers of which the Company is a member: (to be prepared)

2. With respect to the company's dispute resolutions concerning the Company's virtual currency exchange services, the following alternative dispute resolution (Financial ADR) procedures at the arbitration (dispute resolution) centers are available.

<Contact information for Alternative Dispute Resolution>

Tokyo Bar Association Phone: +81 -(0)3-3581-0031

Dai-ichi Tokyo Bar Association Phone: +81 -(0)3-3595-8588

Dai-ni Tokyo Bar Association Phone: +81 -(0)3-3581-2249