

Coins TH Co., Ltd.
Quality of Services Monthly Report
as of August 2026

1. System failures

Statistics of system failures that affect the services (08/2026)			
Deposit/Withdrawal (Crypto)	Deposit/Withdrawal (THB)	Trading	Customer Assets Display
—	—	—	—

Remark “—” no failures
times/processing time

2. Did not follow ToS or SLA

Statistics of Did not follow ToS or SLA that affect the services (08/2026)				
Customer waiting time	Duration for deposit/withdrawal	Loss of assets	Unfair fees	Others
—	—	—	—	—

Remark “—” no failures
times/processing time

3. Trading

Statistics of Trading that affect the services (08/2026)	
Unusual Price	Others
—	—

Remark “—” no failures
times/processing time

4. Others

Statistics of Others that affect the services (08/2026)
Others (recovering a legacy account - upon investigation, no account was found in the system.)
1 time / 43 minutes

Remark “—” no failures
times/processing time

5. Complaints of users.

Type of Complaint	No. of complaints in August 2026 (2569)					No. of accumulated complaints from previous month (E)	No. of accumulated closed complaints more than 30 days (F)	No. of accumulated remaining complaints (II) = (D+E-F)	Closed/Total Complaints Ratio (%) (III) = (A+B+C/I)*100
	Total no. of complaints (I)	No. of closed complaints under 7 days (A)	No. of closed complaints between 7 to 15 days (B)	No. of closed complaints between 15 to 30 days (C)	No. of remaining complaints (D) = (I) - (A+B+C)				
1. System Error	0	0	0	0	0	0	0	0	0.00
1.1 Crypto Deposit/Withdrawal	0	0	0	0	0	0	0	0	0.00
1.2 THB Deposit/Withdrawal	0	0	0	0	0	0	0	0	0.00
1.3 Trading System	0	0	0	0	0	0	0	0	0.00
1.4 Customer Assets Display	0	0	0	0	0	0	0	0	0.00
1.5 Customer Support/Inquiry System	0	0	0	0	0	0	0	0	0.00
2. Did not follow ToS or SLA	0	0	0	0	0	0	0	0	0.00
2.1 Customer waiting time	0	0	0	0	0	0	0	0	0.00
2.2 Duration for deposit/withdrawal	0	0	0	0	0	0	0	0	0.00
2.3 Loss of assets	0	0	0	0	0	0	0	0	0.00
2.4 Unfair fees	0	0	0	0	0	0	0	0	0.00
2.5 Others	0	0	0	0	0	0	0	0	0.00
3. Trading	0	0	0	0	0	0	0	0	0.00
3.1 Unusual Price	0	0	0	0	0	0	0	0	0.00
3.2 Others	0	0	0	0	0	0	0	0	0.00
4. Others	1	0	0	0	1	0	0	1	0.00
Total	1	0	0	0	1	0	0	1	0.00

