

Coins TH Co., Ltd.
Quality of Services Monthly Report
as of December 2024

1. System failures

| Statistics of system failures that affect the services (12/2024) | | | |
|--|-----------------------------|---------|----------------------------|
| Deposit/Withdrawal (Crypto) | Deposit/Withdrawal (THB) | Trading | Customer Assets Display |
| - | - | - | - |

Remark “-” no failures
times/processing time

2. Complaints of users.

| Type of Complaint | No. of complaints in December 2024 (2567) | | | | No. of remaining complaints (D) = (I) - (A+B+C) | 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) | | | | | |
| 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 |

