

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

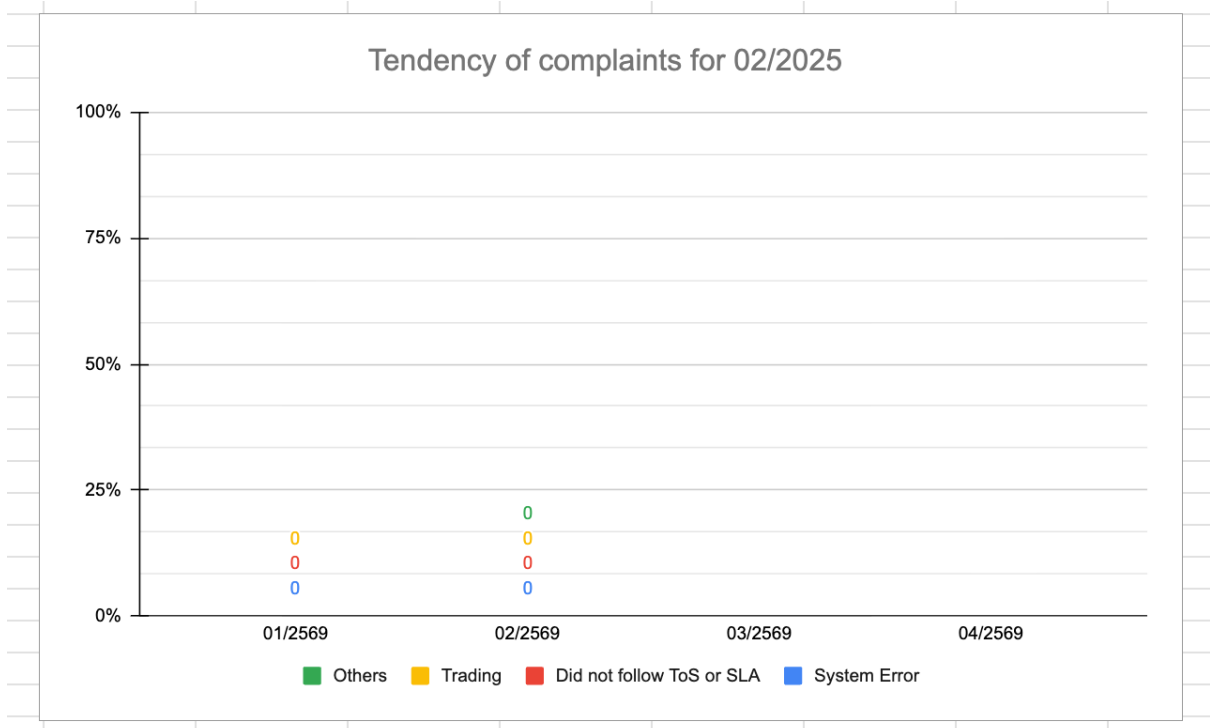
## 1. System failures

Statistics of system failures that affect the services (02/2026)			
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 February 2026 (2569)				No. of remaining complaints (D) = (I) - (A+B+C)	No. of accumulated complaints from previous month (E)	No. of accumulated complaints more than 30 days (F)	No. of accumulated remaining complaints (II) = (D+E-F)	Closed/Total Complaints Ratio (%) (III) = (A+B+C/II)*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)					
<b>1. System Error</b>	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
<b>2. Did not follow ToS or SLA</b>	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
<b>3. Trading</b>	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
<b>4. Others</b>	0	0	0	0	0	0	0	0	0.00
<b>Total</b>	0	0	0	0	0	0	0	0	0.00



Proportion of complaints that have been resolved. Classified by the processing time, 02/2026

