

Coins TH Co., Ltd.
Quality of Services Monthly Report
as of June 2025

1. System failures

Statistics of system failures that affect the services (06/2025)			
Deposit/Withdrawal (Crypto)	Deposit/Withdrawal (THB)	Trading	Customer Assets Display
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Remark “–” no failures
times/processing time

2. Complaints of users.

Type of Complaint	No. of complaints in June 2025 (2568)					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	1	0	0	0	1	0	0	1	0.00
1.1 Crypto Deposit/Withdrawal	1	0	0	0	1	0	0	1	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	1	0	0	0	1	0	0	1	0.00



