

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

1. System failures

Statistics of system failures that affect the services (11/2024)			
Deposit/Withdrawal (Crypto)	Deposit/Withdrawal (THB)	Trading	Customer Assets Display
-	-	-	-

Remark “-” no failures
times/processing time

2. Complaints of users.

Type of Complaint	Total no. of complaints (I)	No. of complaints in November 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
		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	0.00	
1.1 Crypto Deposit/Withdrawal	0	0	0	0	0	0	0	0.00	
1.2 THB Deposit/Withdrawal	0	0	0	0	0	0	0	0.00	
1.3 Trading System	0	0	0	0	0	0	0	0.00	
1.4 Customer Assets Display	0	0	0	0	0	0	0	0.00	
1.5 Customer Support/Inquiry System	0	0	0	0	0	0	0	0.00	
2. Did not follow ToS or SLA	0	0	0	0	0	0	0	0.00	
2.1 Customer waiting time	0	0	0	0	0	0	0	0.00	
2.2 Duration for deposit/withdrawal	0	0	0	0	0	0	0	0.00	
2.3 Loss of assets	0	0	0	0	0	0	0	0.00	
2.4 Unfair fees	0	0	0	0	0	0	0	0.00	
2.5 Others	0	0	0	0	0	0	0	0.00	
3. Trading	0	0	0	0	0	0	0	0.00	
3.1 Unusual Price	0	0	0	0	0	0	0	0.00	
3.2 Others	0	0	0	0	0	0	0	0.00	
4. Others	0	0	0	0	0	0	0	0.00	
Total	0	0	0	0	0	0	0	0.00	



