

## **COMPLAINTS POLICY**

This Complaints Policy forms part of the Terms and Conditions for Use of the BeeezCrowd Platform (a company registered in the H.K.J located at Amman, Macca Street, Building No. 240). Capitalized terms used in this Complaints Policy, have the same meaning as defined in the Terms and Conditions for Use of the Crowdfunding Platform.

The purpose of this policy is to inform Clients **(including Investors and Fundraisers)** regarding BeeezCrowd platform's complaint review procedure, means of submitting a complaint, communication channels and information that must be indicated in the complaint. Furthermore, this policy explains how and when BeeezCrowd platform will respond to the submitted complaints.

For the Client to receive an official written reply from BeeezCrowd platform, the Client must submit a written complaint to the designated e-mail [address: complaints@beeezcrowd.com](mailto:complaints@beeezcrowd.com). The Client must indicate in the written complaint following information:

- Name and surname.

*If the person is representing a legal entity, please indicate the name of the company and the position in the company.*

- Personal identification code or date of birth.

*If the person is representing a legal entity, please indicate the country of registration and registration number of the legal entity.*

- The Client identification number (if such has been given to the Client by BeeezCrowd).
- Contact information (phone and e-mail address) in case BeeezCrowd will need to obtain further information regarding the complaint.
- A written description of the complaint.
- Means of delivering the reply.

*Please indicate an e-mail address if a reply should be sent via e-mail. Please make sure to indicate an accurate e-mail so that the reply reaches the person submitting the complaint. BeeezCrowd Service Provider accepts no liability in case the contact information is incomplete or inaccurate.*

Only complaints submitted in writing and containing all the information indicated above will be reviewed by BeeezCrowd platform according to this policy. Submitting a complaint is free of charge, the Client shall bear its own expenses (including obtaining external advice) in relation to submitting complaints.

Depending on the nature of complaint, one or more BeeezCrowd platform's employees will be assigned to review the complaint and communicate with the Client.



BeeezCrowd platform will ensure assigning appropriate resources and required involvement of senior management in reviewing the complaint.

BeeezCrowd platform will review and reply to all written complaints within 30 business days. In specific or complicated cases, or when BeeezCrowd platform is unable to reply within the 30-day term, BeeezCrowd platform will inform the Client regarding the extension of the said deadline and the final terms when the reply will be sent to the Client.

BeeezCrowd platform will keep records of all written complaints submitted by the Clients and measures taken in connection to each written complaint and reviewed by Compliance Dept.

BeeezCrowd platform will act with utmost effort to address all complaints of the Clients, however, BeeezCrowd platform gives no guarantees and assumes no liability for failing to reply to each and every complaint or question which is not submitted in the written form according to this policy. Please note that only written replies to written complaints received by BeeezCrowd platform shall have any legal consequences to the BeeezCrowd platform.

**E-mail address for sending complaints: [complaints@beeezcrowd.com](mailto:complaints@beeezcrowd.com)**