

USER COMPLAINT AND CLAIM FORM

IMPORTANT NOTICE – PLEASE READ CAREFULLY

Submit this form by email to: contact@bettertomorrowgroup Ltd.com.

You may submit a complaint or claim using this form or in free-form writing containing all the information requested below. Submission of this form in respect of a formal Claim against the Company constitutes initiation of **Stage 1 of the Pre-Litigation Procedure** under clause 21.2 of the Platform Terms of Use.

Fields marked * are mandatory. The Company cannot process your submission without this information.

SECTION 1 — COMPLAINANT DETAILS

Field	Details
Full name / Legal entity name *	
First name (natural persons)*	
ID / Passport number (natural persons)	
Company registration number (legal entities)	
Registered address / Habitual residence *	
City and Country *	
Email address *	
Telephone number	
Telegram name (if compliant is connected to Listed exchanges issues)*	

SECTION 2 — AUTHORISED REPRESENTATIVE *(if applicable)*

Complete this section only if the complaint is submitted by an authorised representative. Attach a copy of the power of attorney or other authority document.

Field	Details
Full name of representative*	
Address*	
Email address*	
Telephone number	
Authority document attached*	☐ Yes ☐ No

SECTION 3 — NATURE OF COMPLAINT

Please indicate the type of complaint:

Category	Tick
A — Platform Complaint (Platform functionality, content accuracy, UGC moderation, Company conduct)	☐
B — Exchanger Dispute / Dispute Assistance Request (transaction failure, delivery error, delay, suspected misconduct by a Listed Exchanger)	☐
C — Qualifying Breach Claim (material failure by Listed Exchanger; potential compensation request under clauses 9.6 and 21.6 of the Terms)	☐
Other (please describe below)	☐

SECTION 4 — DETAILS OF COMPLAINT

4.1 Listed Exchanger concerned *(if applicable)*

Field	Details
Name of Listed Exchanger*	
Website of Listed Exchanger	

4.2 Transaction details *(complete where the complaint relates to a specific transaction)*

Field	Details
Date of transaction*	
Transaction reference / order number	
Currency / asset sent*	
Amount sent*	
Currency / asset expected to receive*	
Amount expected to receive*	
Amount actually received*	
Sending wallet address / transaction hash*	
Receiving wallet address / transaction hash*	
Exchange rate confirmed at booking	
Date User became aware of the issue*	

4.3 Description of complaint* *(mandatory — per clause 21.2.2 of the Terms)*

Please describe clearly and in chronological order the facts giving rise to your complaint, including what happened, when it happened, and why you are dissatisfied.

[Free text — attach additional pages if necessary]

4.4 Loss or detriment suffered

Please describe any financial loss or other detriment you have suffered, and specify the amount claimed (if any) in a specific currency or Crypto-Asset.

[Free text]

4.5 Steps already taken*

Please describe any steps already taken to resolve this matter directly with the Listed Exchanger, including dates and responses received.

[Free text]

4.6 Outcome sought*

Please state clearly the specific remedy or relief you are seeking.

[Free text]

SECTION 5 — SUPPORTING DOCUMENTATION

Document	Attached
Screenshots of transaction / exchange confirmation	☐
Correspondence with the Listed Exchanger	☐
Blockchain explorer confirmation	☐
Proof of payment or receipt	☐
Power of attorney (where applicable)	☐
Other (please describe):	☐

SECTION 6 — DECLARATION

By submitting this form, I confirm that:

1. The information provided is true, accurate, and complete to the best of my knowledge.
2. I have read and understood the [Dispute Resolution & Complaints Policy](#).
3. I acknowledge that the Company is not a party to any transaction between me and any Listed Exchanger, does not guarantee any particular outcome in respect of my complaint.
4. I understand that voluntary dispute assistance does not constitute mediation, arbitration, or any legally binding determination, and that the Company may decline or discontinue such assistance at any time.
5. I consent to the processing of my personal data for the purposes of handling this complaint, in accordance with the [Platform's Privacy Policy](#) and the BVI Data Protection Act, 2021 (No. 3 of 2021).
6. *(For QB Claims — Category C only)* I confirm that this Claim is submitted within 45 calendar days of the date on which I became aware of the alleged Qualifying Breach, in accordance with clause 21.6.5 of the [Platform Terms of Use](#).

Place and date	
Signature of Complainant / Authorised Representative	