

Complaints Handling Policy

How to complain, what we can resolve, and what must be raised with Binance.

Document	TENEX-LEG-005 – Complaints Handling Policy
Version / Status	Version 1.4 – Approved for publication
Effective date	14 August 2026
Issued by	Tenxex Exchange Corp. ("Tenxex", "we", "us", "our"), registered in the British Virgin Islands, registered office at 2nd Floor, Ritter House, Wickham's Cay II, Tortola, British Virgin Islands
Operating model	Tenxex Exchange Corp. operates a customer-facing trading interface integrated with Binance's API. Binance provides the underlying trading infrastructure, liquidity, execution, KYC/AML and, where applicable, custody. Tenxex Exchange Corp. receives an agreed commission based on transaction activity generated through the platform
Partner programme	Binance Partner Programme, governed by the partner agreement between Tenxex Exchange Corp. and Binance
Authorisations	Tenxex Exchange Corp. is registered in the British Virgin Islands. Any applicable regulatory licences or registrations should be stated here only where actually obtained
Website	tenxex.com
Document owner	Compliance Officer, Tenxex Exchange Corp.
Review cycle	Annually, or upon material regulatory or operational change

We handle complaints about the Tenxex interface, our conduct and our communications. Complaints about execution, account verification, restrictions, deposits, withdrawals or asset access must be raised with Binance, because those matters are performed by Binance and are outside our control. Section 3 shows which is which. Complaining is free and does not affect your legal rights.

1. Purpose and Scope

1.1 This Policy explains how Tenxex Exchange Corp. receives, records, investigates and resolves complaints from users and prospective users of the Platform.

1.2 Tenxex operates a customer-facing trading interface integrated with Binance's API. Binance provides the underlying trading infrastructure, liquidity, execution, KYC/AML and, where applicable, custody. The scope of this Policy is limited accordingly.

1.3 The Policy is published free of charge on tenxex.com and is provided in a durable medium on request.

2. What Counts as a Complaint

2.1 A **complaint** is any expression of dissatisfaction, whether justified or not, about the provision of, or failure to provide, the Interface Services, including the functioning of the Platform, the accuracy of what it displays, order transmission, fees or charges levied by us, our communications, our handling of your data, or the conduct of our staff.

2.2 The following are not complaints and are handled through ordinary support channels: general enquiries; feature requests; and dissatisfaction with market outcomes where no service failure is alleged.

2.3 A complaint may be made by an authorised representative on production of satisfactory evidence of authority.

3. Who Handles What

Subject of the complaint	Where to raise it
Platform errors, downtime, incorrect displays, failed order transmission	Tenxex – complaints@tenxex.com
Charges levied by Tenxex, subscription or platform fees	Tenxex
Our marketing, communications, conduct of staff, or handling of your personal data	Tenxex
API Key connection, revocation and permissions handling by us	Tenxex
Execution quality, fill price, slippage, order rejection by the venue	Binance
Trading fees, funding fees, withdrawal and network charges	Binance
Identity verification outcomes, account limits, freezes, restrictions and closures	Binance
Deposits, withdrawals, transfers, missing funds and asset access	Binance
Custody of your assets and asset entitlements, forks and airdrops	Binance

3.1 If you are unsure, send it to us. Where a complaint falls to Binance, we will tell you promptly, explain why, and point you to the correct Binance channel. Where a complaint spans both, we investigate our part and tell you clearly which part we cannot resolve.

3.2 We cannot compel Binance to act, cannot obtain a remedy from Binance on your behalf, and cannot give you an outcome on any matter listed as Binance's above.

4. How to Submit a Complaint

Channel	Details
Email	complaints@tenxex.com – preferred, and automatically timestamped
Platform	Support section, selecting the category 'Formal complaint'
Post	Complaints Officer, Tenxex Exchange Corp., 2nd Floor, Ritter House, Wickham's Cay II, Tortola, British Virgin Islands

4.1 Please include: your name and Platform profile or registered email address; contact details; the date and time of the events; relevant order, transaction or reference numbers; a clear description of what happened; any loss you consider you have suffered; supporting evidence such as screenshots; and the outcome you are seeking.

4.2 Complaints may be submitted in English, and in any other language in which we actively market the Platform.

4.3 Please do not send us identity documents, passwords, recovery phrases, two-factor codes or API secrets. We do not need them and will delete them.

5. Acknowledgement

5.1 Every complaint is acknowledged in writing within five (5) business days of receipt.

5.2 The acknowledgement gives a unique reference number, the name and contact details of the person handling the matter, our understanding of the complaint, the expected timeframe, and confirmation of whether any part of it must be raised with Binance instead.

5.3 Where we can resolve the matter fully within that period, we confirm the resolution in writing instead.

6. Investigation

6.1 Complaints are investigated fairly, consistently and promptly by staff with sufficient competence and independence. A complaint is never investigated solely by the person whose conduct or decision is the subject of it.

6.2 The investigation reviews profile records, order transmission logs, API request and response records, system and access logs, displayed-data snapshots and communications, and, where relevant, information we are able to obtain from Binance or from data and hosting providers.

6.3 Where the evidence indicates that the cause lies with the venue rather than the interface, we will say so plainly and show you the basis for that conclusion, including relevant timestamps and API responses, so that you can pursue the matter with Binance effectively.

6.4 Complaints are handled confidentially and personal data is processed under the Privacy Policy.

7. Timeframes

Stage	Timeframe
Written acknowledgement with unique reference	Within 5 business days of receipt
Confirmation that a matter falls to Binance, with routing information	Within 5 business days of receipt
Substantive update while an investigation continues	At least every 4 weeks, and on any material development
Final written response	As soon as possible and in any event within 2 months of receipt
Notice of delay beyond 2 months, with reasons and a revised date	Before expiry of the 2-month period; the revised date will not exceed a further 1 month save in exceptional, documented circumstances
Implementation of agreed redress	Within 10 business days of your acceptance

8. Final Response

8.1 Our final response is issued in writing in a durable medium and sets out a summary of the complaint, the findings and evidence relied on, our decision and clear reasons for it in plain language, any remedy offered and how it will be implemented, and your escalation rights and the applicable time limits.

8.2 If we do not uphold the complaint we explain why, and still tell you how to escalate.

9. Escalation

9.1 Internal review. If you are dissatisfied, you may request review by the Head of Compliance by replying within thirty (30) calendar days and explaining why you consider the outcome wrong. Review is completed within twenty (20) business days.

9.2 Binance. For any matter within Binance's responsibility, escalation is through Binance's own complaints and dispute resolution procedures, as set out in the Binance Terms.

9.3 Alternative dispute resolution. Tenxex Exchange Corp. does not currently hold an authorisation from a financial services regulator, and no statutory ombudsman or alternative dispute resolution scheme is presently available in respect of complaints about Tenxex. If that position changes, the applicable scheme, the referral deadline and any fees will be named in this Policy and in our final response. A scheme available to you in your own country of residence may nonetheless accept your complaint, and we will not obstruct any such referral.

9.4 Regulator. Complaints concerning services performed by Binance may be raised with the regulator supervising the relevant Binance entity, as identified in the Binance Terms. You may also contact the financial services regulator where you reside. Regulators supervise conduct but do not generally award individual compensation.

9.5 Data protection. Data protection complaints may be referred to the supervisory authority of your habitual residence or the authority competent for Tenxex in the British Virgin Islands.

9.6 Courts. Nothing in this Policy limits your right to bring legal proceedings under clause 23 of the Terms of Use. Statutory time limits continue to run while a complaint is being handled.

10. Register, Reporting and Root Cause

10.1 All complaints are recorded in a central register on receipt, capturing the reference, complainant, date, channel, category, whether responsibility lies with Tenxex or Binance, key dates, outcome, redress and root cause.

10.2 Management information on volumes, categories, timeliness, outcomes and root causes is reported to senior management and the Board at least quarterly, and to competent authorities at the intervals they require. Themes concerning the integration are also raised with Binance.

10.3 Recurring issues are analysed for systemic weakness. Where one is found, we consider whether other users have been affected and whether proactive remediation is appropriate.

10.4 Complaint records are retained for at least five (5) years from closure.

11. Costs and Fair Treatment

11.1 We charge nothing for making, investigating or internally escalating a complaint. You bear the cost of any independent advice and any fee charged by an external body.

11.2 No user is treated less favourably, restricted or terminated for making a complaint in good faith.

11.3 Where a complaint is abusive, vexatious or repeats a matter already fully answered, we may decline to investigate further after explaining our reasons and confirming your escalation rights.

12. Contact

Purpose	Contact
Complaints about Tenxex	complaints@tenxex.com
Escalation to Head of Compliance	compliance@tenxex.com
Data protection complaints	privacy@tenxex.com
General support	support@tenxex.com
Trading, account, verification, deposit and withdrawal matters	Binance, through its own support and complaints channels
Website	tenxex.com

End of Complaints Handling Policy.