

Complaint Form for Suppressing or Taking Down Illegal Computer Data

as defined under Section 14 of the Computer-Related Crime Act B.E. 2550 (2007) (as amended)
from the Computer System under the Control of Bitkub Capital Group Holdings Co., Ltd.

1. Information about the Complainant/authorized representative or attorney of the Complainant

Name: _____ Surname: _____

Address: _____

Contact number: _____ Email address: _____

Status: Complainant Authorized representative or attorney of the ComplainantName and Surname or Company's name of the Complainant: _____
_____Address: _____

Contact number: _____ Email address: _____

2. Details of the offense under Section 14 of the Computer-Related Crime Act B.E. 2550 (2007) (as amended) (Please provide additional details in an attachment (if necessary))2.1 Name of the user account/owner/possessor of the Illegal Computer Data (if known)
_____2.2 Location of the Illegal Computer Data (URL)
_____2.3 Characteristics of the Illegal Computer Data: Message Photo Audio/video clips Others (Please specify the details) _____

2.4 Explanation of the circumstance and nature of the offense according to Section 14 of the Computer-Related Crime Act B.E. 2550 (2007) (as amended), which falls in at least one of the following characteristics:

- (a) Dishonestly or deceptively importing into a computer system computer data that is distorted or forged either partially or entirely, or untrue or false computer data, which may cause damage to any person or the general public, but not being regarded as an offense of defamation under the Criminal Code of the Kingdom of Thailand;

- (b) Importing untrue or false computer data into a computer system, which may cause damage to the protection of national security, public safety or economic stability of the Kingdom of Thailand, or infrastructures which are for public interests of the Kingdom of Thailand; or which may cause panic to the general public;
- (c) Importing any computer data into a computer system, which may result in an offense related to national security of the Kingdom of Thailand, or related to terrorism, according to the Criminal Code of the Kingdom of Thailand;
- (d) Importing any obscene data into a computer system, which could be accessed by the general public; or
- (e) Disseminating or forwarding any of the computer data despite knowing that it is computer data under paragraph (a), (b), (c), or (d) above.

Details of the complaint (Please specify additional details in an attachment (if necessary)):

3. Details of damage incurred to the Complainant or any third parties (Please specify additional details in an attachment (if necessary))

4. Supporting documents to be submitted together with the Complaint Form are as follows:

- Supporting documents of a person who signs this Complaint Form

In the event that the person signing this Complaint Form is a Complainant

- In the event that the Complainant has conducted the identity verification process** to use any services or products of Bitkub Capital Group Holdings Co., Ltd.

(the “Company”), **it is not necessary** to attach a copy of ID card, or any other card issued by a government agency, of the Complainant.

- In the event that the Complainant has never conducted the identity verification process** to use any services or products of the Company, please attach a certified true and correct copy of ID card, or any other card issued by a government agency, of the Complainant*.

In the event that the person signing this Complaint Form is an authorized representative or attorney of the Complainant

- an original Power of Attorney signed by the Complainant and the Complainant’s authorized representative or attorney with a duty stamp duly affixed as required by law;
- a certified true and correct copy of ID card, or any other card issued by a government agency, of the Complainant *; and
- a certified true and correct copy of ID card, or any other card issued by a government agency, of the Complainant’s authorized representative or attorney*.
- In the event that the details of the accused Illegal Computer Data has been recorded in a police daily report, or a complaint in respect of thereof has been filled to an inquiry official or a police officer
 - a certified true and correct copy of a police daily report or a letter of complaint; and
 - a certified true and correct copy of documents or evidence submitted to an inquiry official or a police officer (if any).
- Documents or other evidence demonstrating an offense according to Section 14 of the Computer-Related Crime Act B.E. 2550 (2007) (as amended) and damage incurred to the Complainant or any third parties.

Remark * Please redact ***the religious and blood type*** details shown in a copy of ID card, or any other card issued by a government agency, submitted to the Company as stated above. If such information is not redacted, the Company reserves the right to redact such information on behalf of you.

By submitting this Complaint Form, I acknowledge that:

1. the Company reserves the right not to take any action in the case that I fill in information in this Complaint Form, or submit documents to the Company, incorrectly or incompletely, or fail to submit the documents according to the method specified below; or according to the Company’s preliminary investigation, the Company views that the alleged complaint is unlikely to be regarded as an offense in any of the manners set out in Clause 2.4 of the Complaint Form;



บริษัท บิทคับ แคปปิตอล กรุ๊ป โฮลดิ้งส์ จำกัด
Bitkub Capital Group Holdings Co., Ltd

2525 อาคารเอฟวายไอ เซ็นเตอร์ ตึก 2 ชั้นที่11 ยูนิต 2/1101-2/1107 ถนนพระรามที่4 แขวงคลองเตย เขตคลองเตย กรุงเทพมหานคร 10110
2525, FYI Center, Tower 2, 11th floor, Unit 2/1101-2/1107, Rama 4 Road, Klongtoei Sub-district, Klongtoei District, Bangkok 10110

2. the Company reserves the right to take any action as it deems appropriate to cease the wrongdoing as soon as reasonably possible pursuant to the procedures and timeframe specified by law;
3. the Company shall make a copy and submit the details of the complaint hereunder including, without limitation, my supporting documents relating to the complaint, to service users, members or related persons under the supervision of the Company in accordance with the procedures required by law; and
4. the Company shall not be liable for any direct or indirect damage, or any expenses arising out of or resulting from the complaint stated herein.

I hereby certify that the statements contained in this Complaint Form and all the supporting documents submitted together herewith are true and correct in all respects. If it appears that any statement or evidence specified herein or submitted together herewith is untrue, inaccurate, distorted, or false, either wholly or partially, I shall be liable for all damage incurred to the Company and any person who suffers or may suffer damage arising out of or resulting from any actions of the Company and/or the Company's agents or employees which are undertaken or proceeded due to or in a reliance on any of my statement or evidence that is untrue, inaccurate, distorted or false.

I hereby consent the Company to disclose the details of the complaint contained in this Complaint Form and the supporting documents and information of the Complainant and the Complainant's authorized representative or attorney (if any) to relevant government agencies and consent such relevant government agencies to disclose such information for the purpose of taking any legal procedures in respect of the complaint pursuant to law.

Sign: _____
(_____)

Date: ____/____/____

Remark: Please send this Complaint Form and the supporting documents via email to complaints-bitkubcapital@bitkub.com only and specify the subject name as “**Complaints against Illegal Computer Data**”.

If you have any further inquiries, please contact us for more details at:

Bitkub Capital Group Holdings Co., Ltd.

Customer Support

No. 2525, FYI Center, Tower 2, 11th Floor, Unit 2/1101-2/1107, Rama 4 Road,

Klongtoei Sub-district, Klongtoei District, Bangkok

Phone number: 02-032-9555 email address: complaints-bitkubcapital@bitkub.com