



Client Complaint Form

GC Exchange FZE · Licensed by the Virtual Assets Regulatory Authority (VARA), Dubai · Version 1 · 10 August 2026

Please use this form to tell us about a complaint. Complete as much as you can and send it to us using any of the routes below. If you would prefer not to use this form, you do not have to — an email, a telephone call or a letter is equally valid, and we will treat it in exactly the same way. If you cannot answer every question, send us what you have and we will come back to you.

There is no charge. We do not charge any fee for submitting or handling a complaint. We will acknowledge your complaint in writing within seven days of you raising it, and give you our answer within four weeks — or, in exceptional cases, we will explain the delay within four weeks and give you our answer no later than eight weeks. Full details are in our Client Complaints Procedure at gcexmena.com

Email	<i>compliance@gc.exchange</i>
Online	<i>[INSERT URL]</i>
Telephone	<i>+971 52 562 2415 — Compliance Officer</i>
Post	<i>Compliance Officer, GC Exchange FZE, 8th Floor, The Offices 4, One Central, Dubai World Trade Centre, Dubai, UAE</i>

Section 1 · About you	
Full name	
Company or entity name	<i>If you are complaining on behalf of a company</i>
GCEX account ID or client reference	<i>If you know it</i>
Email address	
Telephone number	<i>Including country code</i>
Country of residence or incorporation	
I am	☐ the client ☐ an authorised representative of the client ☐ other <i>(please describe below)</i>

If not the client, your relationship to them	We may need the client's authority before we can share information with you
Preferred contact method	☐ email ☐ telephone ☐ post
Preferred language	☐ English ☐ Arabic ☐ other (please state)

Section 2 · About your complaint

Date the problem occurred	
Date you first raised it with GCEX	If you have already raised it. Our time limits run from this date.
How did you first raise it?	☐ not yet raised ☐ email ☐ telephone ☐ platform message or ticket ☐ in person ☐ letter ☐ other
Who at GCEX have you spoken to?	Names and approximate dates, if known
What does your complaint relate to?	☐ order execution or pricing ☐ withdrawal or transfer ☐ custody of assets ☐ margin ☐ fees or charges ☐ onboarding or account decision ☐ platform availability or technical issue ☐ communications or information provided ☐ conduct of a member of staff ☐ handling of my personal data ☐ other
Virtual asset(s) or currency involved	
Order, transaction or wallet reference(s)	
Amount in issue	Amount and currency, if applicable
Have you suffered a loss?	☐ no ☐ yes — please state the amount and how you have calculated it
Please describe what happened	

Set out the events in the order they happened, in as much detail as you can. Continue on a separate sheet if you need more space.

Section 3 · What you would like us to do

Tell us what outcome you are looking for — for example an explanation, a correction, a refund or a change to how we do something. It helps us to know, although we may not always be able to agree to it.

Section 4 · Supporting documents

Documents enclosed	☐ email correspondence ☐ screenshots ☐ platform tickets ☐ trade confirmations or statements ☐ transaction or on-chain records ☐ other (please list below) ☐ none
List of other documents	

Section 5 · Declaration

The information I have given in this form is true and complete to the best of my knowledge and belief. I understand that GCEX will process my personal data in order to investigate and resolve this complaint, as described in the data protection notice below.

Signature	
Name in full	
Position, if signing for an entity	

Date	
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How we will use your information

GC Exchange FZE is the controller of the personal data you provide in this form. We process it in order to investigate, resolve, record and report your complaint, to meet our regulatory obligations to the Virtual Assets Regulatory Authority, and to identify and correct the underlying cause of the problem. Our lawful bases are the performance of our contract with you, compliance with our legal and regulatory obligations, and our legitimate interests in handling complaints properly.

Access is restricted to the members of our team who need it. Where we need to investigate something that involves another organisation — for example a custodian, bank or technology provider — we will share only what is necessary and require them to protect it. We keep complaint records for at least eight years, as our regulator requires, and we provide them to VARA on request.

We process your data in accordance with UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data. Our Privacy Policy at [INSERT URL] explains your rights, including access, rectification and erasure, and how to exercise them. Questions about how we handle your data can be sent to the Data Protection Officer at [INSERT DPO EMAIL].

For GCEX use only			
Reference	GCEX-CMP- -	Date complaint made	
Date received		Acknowledgement due	+7 calendar days
Handler		Resolution due	+4 weeks / +8 weeks

GC Exchange FZE is licensed by the Virtual Assets Regulatory Authority in the Emirate of Dubai to provide broker-dealer services in relation to virtual assets. VARA licence number VL/23/09/002. Registered in the Dubai World Trade Centre free zone, registration number L-2026. This form is provided in accordance with Rule III.A.2 of the VARA Market Conduct Rulebook. Use of this form is optional.