

Complaints Policy

Version 1

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1. INTRODUCTION

CLOUDZONE PAYMENTS INC. (CLOUDZONE) is a company incorporated in Canada with registered number BC1390569, legal address: 200 OLD CARRIEGE DR KITCHENER, ON, CANADA N2P1H1.

This Policy describes how we handle any complaints we receive and how it complies with our regulatory requirements.

2. HOW TO FILE A COMPLAINT

If you are a CLOUDZONE customer, we recommend that you speak with customer service first by calling her/him or emailing him/her to try to resolve your issue.

However, if this is not successful, or if your complaint is about your account manager, please email us at info@cloudzone.ca and our Complaints Officer will contact you directly.

If you choose to send an email, you need to tell us:

- your first and last name;
- the phone number and email address associated with your account;
- what is the problem;
- when the problem arose; and
- how do you want us to fix it;

3. WHAT HAPPENS NEXT

Once a complaint has been submitted, we will acknowledge receipt shortly. We will then review your complaint and email you back.

Your complaint will be logged into our system and a designated support person will be authorized to resolve your issue.

We would like to assure you that the team member handling your complaint will be an experienced employee and, if necessary, someone not directly involved in the matter you are complaining about. They will have the authority to resolve your complaint or will have access to a person who has the authority to do so.

4. STEPS TO RESOLUTION YOUR COMPLAINT

Step 1: A designated team member will acknowledge receipt of your complaint by mail or email within 2 business days.

Step 2 - We will thoroughly investigate your complaint and you should receive a response and an explanation.

Step 3. If you are unhappy with our response, you are encouraged to comment, especially if we missed something that you consider relevant.

Step 4 - CLOUDZONE will provide you with a final response to the original complaint, reaffirming our position on your complaint and setting out our findings.

5. TIME FRAME

We aim to resolve your complaint and publish the final findings within **15 business days** of receiving your complaint.

However, in exceptional circumstances, if we are unable to give you a definitive answer within this time period, we will contact you to tell you why not and to confirm when you can expect a substantive response from us.

In any event, we will send you a final response within **35 business days** of receiving your complaint.

Please note that CLOUDZONE has the right to request additional documents from you in support of your claim and expects them to be provided without undue delay.

6. WHAT HAPPENS IF YOU ARE NOT SATISFIED WITH OUR ANSWER

If you are still dissatisfied with our final response, you may have the right to direct your complaint to the following supervisory or pre-trial authorities (this list is not exhaustive). You can also file a lawsuit in court.

7. COMPLAINTS

CLOUDZONE maintains a record of each complaint received and the steps taken to resolve it. We keep these records for at **least 5 years** from the date we receive the complaint.