



Complaints Procedure

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We take complaints seriously and aim to resolve them quickly. This page explains how to complain, what happens next and how to escalate.

It covers complaints about CashXChain — our service, our decisions, billing and refusals. It does not cover third-party complaints about the conduct of a customer.

1. How to complain. Send your complaint to complaints@cashxchain.com, or by post to CashXChain UG (haftungsbeschränkt), Georg-Bichler-Str. 9, 83620 Feldkirchen-Westerham, Germany. Please include the details below so we can deal with it without delay.

2. What to include. Company name and account reference; contact name and email; what went wrong, with dates; what you would like us to do; and any documents that help explain the issue.

3. What happens next. We will acknowledge your complaint within 5 business days and aim to give you a final response within 15 business days. In complex cases where we need longer, we will handle the complaint within the maximum period permitted by applicable law and give you an interim update explaining why we need more time and when to expect our reply.

4. If you are not satisfied. If our reply does not resolve the matter, and your complaint concerns a regulated payment service, you may refer it to the authority that supervises the licensed Partner responsible for that service. For data-protection complaints, you may contact the [Bayerisches Landesamt für Datenschutzaufsicht \(BayLDA\)](#) ↗, Promenade 18, 91522 Ansbach, Germany.