

Dispute Policy

Entity Disclosure

For the purposes of this Policy, “Bifu” refers to the digital asset trading platform operated under the brand name "Bifu" by BIFU EXCHANGE LTD, a company currently undergoing the process of transitioning from Decode Global Limited.

Decode Global Limited is a regulated entity licensed by the Vanuatu Financial Services Commission (VFSC), License No. 700415. BIFU EXCHANGE LTD is also a regulated entity licensed as a Money Services Business (MSB), License No. 31000267367123.

While the transition from Decode Global Limited to BIFU EXCHANGE LTD is still ongoing, certain services and documents have already adopted the new entity name. To ensure transparency, we are providing this disclosure, and all official records will be updated accordingly upon completion of the transition.

Dispute Policy

1. Introduction

This Dispute Resolution Policy outlines the procedures for addressing and resolving disputes between clients and Bifu ("the Company," "we," or "us"). The goal of this policy is to ensure that all disputes are handled fairly, efficiently, and in accordance with regulatory requirements. Bifu encourages individuals to resolve any issues or concerns they may have at the earliest opportunity.

2. Purpose

This policy provides guidance through which clients can resolve any issues or concerns they have regarding trading. This policy forms part of Bifu's commitment to establish an effective complaint handling and dispute resolution system that meets the expectations of the Group, its customers, and its regulatory obligations. This is to ensure that disputes are handled genuinely, fairly, promptly, and consistently, and that the financial services offered to the public by the Group are provided efficiently, honestly, and fairly.

3. Dispute Resolution Process

Bifu accepts all complaints made orally or in writing, formally or informally. Irrespective of the method by which a complaint is made, complaints are expected to be treated in accordance with this dispute policy.

Any employee of Bifu who receives a complaint must promptly ensure that the matter is referred to the appropriate Complaint and Dispute Resolution Officer (CDR Officer). The CDR Officer must ensure that all complainants are assisted, clearly state their concerns, and provide as much information as possible in relation to their complaint so that they may receive a fair hearing. This assists Bifu in properly investigating the complaints made and achieving longer term objectives of preventing future complaints and protecting Bifu's reputation.

Step 1: Receiving complaints

- Clients should first attempt to resolve their concerns informally by contacting the Company's Customer Support chat on the website (www.bifu.co).
- The purpose of a customer support chatbot is to provide efficient, real-time assistance to customers by automating responses to frequently asked questions, guiding users through processes, and resolving common issues.
- If the customer support chatbot is unable to resolve the issues, complainants will be directed to send their concerns to email (enquiries@bifu.co).
- The written complaint should include the client's full name, account number, a detailed description of the issue, and any relevant supporting documentation.
- The complaint must be acknowledged promptly or as soon as practicable. The complainant must also be provided with an estimated time for resolution of the complaint.

Step 2: Internal Review

Every reasonable effort should be made to investigate all the relevant circumstances and information surrounding a complaint. The level of investigation should be carried out with the seriousness, frequency of occurrence, and severity of the complaint. Any response made to the complainant should be made once a sufficient and appropriate investigation into the complaint's circumstances has been conducted to ensure a fair assessment can be made.

- The Compliance Department will conduct a thorough review of the complaint, which may involve collecting additional information or documentation from the client.
- Bifu will aim to resolve the complaint within 24 hours of receiving the formal complaint. If additional time is required, the client will be informed of the delay and the expected timeframe for resolution.

Step 3: Resolution and Response

- Upon internal review completion, the Compliance Department will provide a written response to the client, detailing the review's outcome and any proposed resolution.
- If the client accepts the proposed resolution, the issue will be considered resolved.

4. Escalation of Unresolved Disputes

Step 4: Mediation

- If the client is not satisfied with the resolution provided by the Compliance Department, they may request mediation by an independent third party.
- The mediation process will be conducted in accordance with the rules of a recognized mediation service provider, and both parties must agree to participate in good faith.

Step 5: Arbitration

- If mediation does not result in a satisfactory resolution, the dispute may be escalated to binding arbitration, as governed by the rules of a recognized arbitration body.
- The decision of the arbitrator will be final and binding on both parties.

5. Confidentiality

- All dispute resolution proceedings, including mediation and arbitration, are to be conducted in strict confidentiality.
- Bifu and the client agree not to disclose any information related to the dispute or the resolution process to any third party, except as required by law.

6. Governing Law

- This Dispute Resolution Policy is governed by and construed in accordance with the laws of [Vanuatu]. Any disputes arising under this policy shall be subject to the exclusive jurisdiction of the courts in [Vanuatu].