

8. Complaints and Claims Policy

It establishes the escalation procedure for resolving disputes, grievances, or operational service failures:

- **Internal Help Desk:** The user must first channel their complaint or report by sending an email to the general support channel: team@bitritm.com.
- **Contact for the Institutional Segment:** In the event of discrepancies in block trading operations or high-volume transactions within the OTC desk, the direct technical contact is: team@bitritm.com.
- **Official Administrative Escalation (SSF):** In accordance with the regulations of the Superintendency of the Financial System (SSF) of El Salvador for authorized and supervised institutions, the legal warning is visibly included in the footer of its portals and policies that, in the event of inquiries, grievances, or claims not satisfactorily resolved through the internal channels of -----, the user may escalate their claim directly to the SSF through:
 - o *Email:* atencionalusuario@ssf.gob.sv.
 - o *Telephone Support:* **+503 7742-8801**.