PROCEDURE FOR THE PREPARATION AND VERIFICATION OF THE KEY INVESTMENT INFORMATION DOCUMENT

1. GENERAL PROVISIONS

- 1.1. This Procedure for the Preparation and Verification of the Key Investment Information Document ("Procedure") of UAB ROIX, a private limited liability company, legal entity code 305328324, with its registered office at Naugarduko g. 3-401, Vilnius, Lithuania ("ROIX" or the "Company"), applies to the preparation and verification of the key investment information document prepared in accordance with Article 23 of Regulation (EU) 2020/1503 of 7 October 2020 on European crowdfunding service providers for business, amending Regulation (EU) 2017/1129 and Directive (EU) 2019/1937 (the "Regulation"), intended for Investors on the crowdfunding Platform administered by ROIX.
- 1.2. This Procedure sets the requirements for the key investment information document, as well as the procedures for verifying the completeness, accuracy, and clarity of the information provided therein.
- 1.3. This Procedure is prepared in accordance with the Regulation and other applicable legal acts governing the crowdfunding activities carried out by ROIX.

2. **DEFINITIONS**

- 2.1. The terms used in this Procedure shall have the following meanings, unless the context requires otherwise:
 - 2.1.1. **ROIX** or the **Company** UAB ROIX, a private limited liability company, legal entity code 305328324, with its registered office at Naugarduko g. 3-401, Vilnius, Lithuania;
 - 2.1.2. **Director** the manager of the Company;
 - 2.1.3. **Identifier** a standardized, immutable, and unique identifier for a specific crowdfunding offer;
 - 2.1.4. **Investor** a natural or legal person who provides financing (in the form of loans) to the Projects (Project Owners) published on the Platform;
 - 2.1.5. **Key Investment Information Document ("Document")** a key investment information document for a specific crowdfunding project, prepared by the Project Owner in the format provided in Annex No. 1 to this Procedure, intended for prospective Investors;
 - 2.1.6. **Platform** the publicly accessible online information system (https://invest.roix.lt/) administered and operated by ROIX;
 - 2.1.7. **Project Owner** a legal entity or a natural person (entrepreneur) seeking financing through the Platform;
 - 2.1.8. **Regulation** Regulation (EU) 2020/1503 of the European Parliament and of the Council on European crowdfunding service providers for business, amending Regulation (EU) 2017/1129 and Directive (EU) 2019/1937;
 - 2.1.9. **Procedure** this Procedure for the Preparation and Verification of the Key Investment Information Document.
- 2.2. Other terms used in this Policy shall have the meanings ascribed to them in the Regulation or other documents of the Company, unless the context indicates otherwise.

3. KEY INVESTMENT INFORMATION DOCUMENT AND APPLICABLE REQUIREMENTS

- 3.1. The Document must in all cases be prepared by the Project Owner in accordance with the form provided in Annex No. 1 to this Procedure.
- 3.2. The Project Owner must present the information in the Document in an easily readable manner, understandable even to inexperienced Investors.

- 3.3. The Document must be accurate, clear, non-misleading, and must not contain any footnotes, except those referring to applicable law, including, where relevant, legal citations.
- 3.4. The Document shall contain an Identifier, which shall be generated as follows:
 - 3.4.1. the ROIX ISO 17442 Legal Entity Identifier (LEI code) shall be specified;
 - 3.4.2. additionally, a code composed of eight numeric characters generated by ROIX shall be provided, which must be unique for each crowdfunding offer published on the Platform.
- 3.5. The Identifier does not change in cases of minor modifications, updates, or translations of the Document.
- 3.6. The Document may include active hyperlinks to other documents supplementing the information provided therein. However, such hyperlinks shall in no way replace the information required to be disclosed in the Document in accordance with this Procedure and Annex No. 1.
- 3.7. The information in active hyperlinks must correspond to the information provided in other parts of the Document, and the external resources referenced must be freely and easily accessible.
- 3.8. The main types of risks related to a specific crowdfunding offer that must be included in the Document are specified in Part C of Annex No. 1 to this Procedure. The information on risks must always be supplemented to reflect the specific characteristics of the particular crowdfunding offer.
- 3.9. The description of risks associated with the specific crowdfunding offer must relate to that specific offer and must be prepared solely for the benefit of prospective Investors. The risk descriptions must not contain general statements about investment risks nor limit the liability of the Project Owner or any persons acting on its behalf.
- 3.10. Financial statements and other financial information referred to in Annex No. 1 to this Procedure must be prepared in accordance with International Financial Reporting Standards (IFRS) or generally accepted accounting principles (GAAP).

4. VERIFICATION OF THE KEY INVESTMENT INFORMATION DOCUMENT

- 4.1. Each Document prepared by the Project Owner must be verified by ROIX before publication on the Platform for compliance with the requirements of completeness, accuracy, and clarity. The ROIX employee responsible for the reliability assessment of the respective Project Owner is also responsible for verifying the Document.
- 4.2. During the verification process, the responsible person shall thoroughly review the content of the Document and assess the following aspects:
 - 4.2.1. whether the Document has been prepared in accordance with the form provided in Annex No. 1 to this Procedure;
 - 4.2.2. whether the Document complies with other requirements specified in Section 3 of this Procedure, the Regulation, and other applicable legal acts;
 - 4.2.3. whether the information presented in the Document corresponds with the information known to ROIX regarding the specific Project Owner and crowdfunding project;
 - 4.2.4. whether all information in the Document is clear and understandable;
 - 4.2.5. whether the information presented is sufficiently detailed and does not raise additional questions.
- 4.3. If the responsible person identifies any deficiencies in the Document based on the aspects listed in Clause 4.2, the Document may not be published on the Platform and must be appropriately corrected.

5. PUBLICATION OF THE KEY INVESTMENT INFORMATION DOCUMENT ON THE PLATFORM

- 5.1. Upon the publication of a specific crowdfunding offer on the Platform, the corresponding Key Investment Information Document, prepared and verified in accordance with the requirements of this Procedure, must also be made available.
- 5.2. The Project Owner must notify ROIX of any changes to the information to ensure that the Key Investment Information Document always reflects the most up-to-date information throughout the crowdfunding offer period.
- 5.3. ROIX shall immediately inform Investors who have submitted an offer to invest or expressed interest in the relevant crowdfunding offer about any material changes to the information presented in the Document.
- 5.4. If, after the Document has been published on the Platform, ROIX identifies any omissions, errors, or inaccuracies that may have a material impact on the expected return of the investment, ROIX shall promptly notify the relevant Project Owner, who must promptly supplement or correct the information.
- 5.5. If such supplementation or correction is not made without delay, ROIX shall suspend the crowdfunding offer until the Key Investment Information Document is updated or corrected, but for no longer than 30 (thirty) calendar days.
- 5.6. ROIX shall immediately inform Investors who have submitted an offer to invest or expressed interest in the crowdfunding offer about the circumstances specified in Clause 5.4, the actions taken and to be taken by ROIX, and the opportunity to withdraw their submitted investment offer or expression of interest. If the Document is not updated or corrected within 30 (thirty) calendar days to eliminate all identified inaccuracies, the crowdfunding offer must be cancelled.

6. FINAL PROVISIONS

- 6.1. The Director is responsible for the proper implementation and oversight of this Procedure.
- 6.2. All ROIX employees must be informed in writing about this Procedure and any amendments thereto, and must adhere to it.
- 6.3. Amendments and/or supplements to this Procedure shall enter into force on the day following their adoption, unless a different effective date is specified. The Director must ensure that ROIX employees are informed in a timely manner about any changes and/or supplements to the Procedure.

Annex No. 1 to the

Procedure for the Preparation and Verification of the Key Investment Information Document

KEY INVESTMENT INFORMATION DOCUMENT TEMPLATE

This crowdfunding offer has not been reviewed or approved by the Bank of Lithuania or the European Securities and Markets Authority (ESMA).

Your experience and knowledge may not have been assessed prior to granting you access to this investment opportunity. By investing, you assume full responsibility for this investment, including the risk of partial or total loss of the invested funds.

Risk Warning

Investing in this crowdfunding project involves risks, including the risk of partial or total loss of the invested funds. Your investments are not protected by deposit guarantee schemes as defined in Directive 2014/49/EU of the European Parliament and of the Council (*). Your investments are also not protected by investor compensation schemes as defined in Directive 97/9/EC of the European Parliament and of the Council (**).

You may not receive any return on your investments.

This is not a savings product, and it is advised to invest no more than 10% of your net income in crowdfunding projects. You may not be able to sell investment instruments at your discretion.

Even if you are able to sell them, you may incur losses.

- * Directive 2014/49/EU of the European Parliament and of the Council of 16 April 2014 on deposit guarantee schemes (OJ L 173, 12.6.2014, p. 149).
- ** Directive 97/9/EC of the European Parliament and of the Council of 3 March 1997 on investor-compensation schemes (OJ L 84, 26.3.1997, p. 22).

Pre-contractual reflection period for non-sophisticated investors

Non-sophisticated investors are granted a reflection period during which they may withdraw their offer to invest or expression of interest in the crowdfunding offer at any time, without having to provide any reason and without incurring any negative consequences. The reflection period begins when the prospective non-sophisticated investor submits an investment offer or expresses interest, and ends after four calendar days. [A description shall be provided of how non-sophisticated investors may exercise their right of withdrawal during the reflection period, including information about the process and its consequences.]

[A description shall be provided of how non-sophisticated investors may exercise their right of withdrawal during the reflection period, including information about the process and its consequences.]

Crowdfunding Offer Overview

Offer Identifier	The offer identifier as indicated in Clause 3.4 of the Procedure.
Project Owner and Project Name	
Offer Type and Type of Financial	
Instruments	
Target Amount	The amount and currency sought through the crowdfunding offer, including the
	euro equivalent and currency exchange rate date, if the currency is not euros.
Deadline	The date when the offer will be closed to prospective investors.

Part A: Information on the Project Owner(s) and the Crowdfunding Project

(a)	Project Owner and the Crowdfunding Project ¹					
	[Complete this section by including the following information where applicable]					
	Identity: The name of the project owner, country of incorporation/registration, and registration number.					
	Legal Form: The legal form of the project owner.					
	Ownership: Date of the most recent ownership change and a brief description of (i) the project owner's					
	ownership structure and (ii) the project structure, if applicable. This information may be presented in the form of					
	a chart ² .					
	Governance: A brief description of the project owner's governance bodies. If applicable and necessary, a					
	reference to the CVs of the members of governance bodies may be included.					
	Contact Information: Website, registered address, email address, and phone number.					
(b)	Responsibility for the Information Provided in this Key Investment Information Sheet					
(5)	The project owner declares that, to the best of their knowledge, no information has been omitted or is materially					

¹ Without prejudice to the obligation to provide the information specified in this section, the project owner may also include their logo in this section.

² For example, if the project owner is part of a group, the diagram may illustrate the group structure and the position of the project owner within the group.

misleading or inaccurate. The project owner is responsible for preparing this key investment information document. [Fill in this section by indicating the natural and legal persons who, under national law, are responsible for the information provided. If these are natural persons, e.g., members of the administrative, management, or supervisory bodies, state their full names and positions. If legal persons, indicate their names and registered "The statement of each of the above-mentioned persons in accordance with Article 23(9) of Regulation (EU) 2020/1503 regarding their responsibility for the information provided in this key investment information sheet is provided as [Annex A to the document³]". (c) Principal Business Activity of the Project Owner: Products and Services Offered A brief description of the current main business activity and achievements of the project owner, including, where relevant, a summary of their business strategy and added value. (d) Reference to the Latest Financial Statements of the Project Owner Where available, a reference to the project owner's most recent financial statements shall be provided. If audited, references to the relevant audit report(s) may also be included. If such financial statements are not available, this should be clearly stated, along with the reasons. If unavailable, a reference to the most recent balance sheet may be provided instead, if available. If a special purpose vehicle (SPV) exists between the project owner and the investors, this information may also apply to the SPV. (e) Key Annual Financial Figures and Indicators of the Project Owner for the Last Three Years Key annual financial metrics, including but not limited to: a) revenue: b) annual net profit: c) total assets: d) gross, operating, and net profit margins; e) net debt; debt-to-equity ratio; f) quick ratio; debt service coverage ratio; g) EBITDA; h) return on equity (ROE);; i) ratio of long-term intangible assets to total assets. Description of the Crowdfunding Project, Including Its Purpose and Key Features (f)

Part B: Key Features of the Crowdfunding Process and the [Capital Raising] or [Loan Terms]

	•		•		31	•	•		
(a)	Minimum [Target Capital to be Raised] or [Target Loan Amount] in One Crowdfunding Offer [Amount and currency] Number of offers (public or private) already conducted by the project owner or the crowdfunding service provider for this crowdfunding project:								
	Offer Type and Instrument	nd Completion Date	Amount (in	Raised/Borrowencluding EUR e	-	0	Other Information	Relevant	
								_	<u></u>
(b)	Deadline [The date on w	to Reach hich the offer will b	[Target e closed to pro	Capital] ospective invest	or ors]	[Targe	t Loan	Amo	unt]:
(c)	Information on Consequences if the Minimum [Target Capital] or [Target Loan Amount] is Not Reached Information on consequences related to the crowdfunding process and investor participation if the offer fails to reach the stated minimum, e.g.: • whether the offer and investor commitments will be canceled; • whether investor funds will be returned, and under what conditions and when; • whether investors will incur any fees or charges in case the minimum is not reached.								
	Information on consequences related to the crowdfunding process and investor participation if the offer fails to reach the stated minimum, e.g.: Whether the offer and investor commitments will be canceled; Whether investor funds will be returned, and under what conditions and when; Whether investors will incur any fees or charges in case the minimum is not reached.								

A description of the crowdfunding project, including its objective, key characteristics, and the planned use of the

funds raised.

³ Each responsible person's statement must comply with Article 23(9) of Regulation (EU) 2020/1503.

(d)	Maximum Offer Size (if Different from [Target Capital] or [Target Loan Amount] in Section (a)) Maximum amount and currency (including EUR equivalent, if the currency is not EUR), if different from the target capital or funds.
(e)	Amount of Own Funds Allocated by the Project Owner to the Crowdfunding Project Information on whether main shareholders or members of the project owner's management, supervisory, or administrative bodies have invested in, subscribed to, or committed to invest in the offered instruments, and the amount, including the percentage of the offer target.
(f)	Changes in Capital or Loans Related to the Crowdfunding Offer Description of any changes to the capital or indebtedness structure of the project owner as a result of the crowdfunding offer.

Part C: Key Risk Categories

Description of Key Risks

Complete this section by describing the key risks associated with the crowdfunding project, taking into account the key risk categories outlined below.

The following list of key risk categories is not exhaustive. Any other material risk related to the crowdfunding project, the crowdfunding offer, the project owner, the transferable securities and instruments admitted for crowdfunding purposes, or the loans shall also be described in this Part C.

Category 1 - Project Risk

Risk inherent to the project that may cause the project to fail. This may relate, among other things, to: (i) project dependencies, such as funding, legal dependencies, licensing, intellectual property rights; (ii) the occurrence of adverse scenarios that negatively affect the project; (iii) development of (technological) competitors or competing products; (iv) risks arising from the project owner.

Category 2 - Sector Risk

Risk inherent to the specific sector. Such risk may be caused by, for example, changing macroeconomic circumstances, decreased demand in the sector in which the crowdfunding project operates, and interdependence with other sectors. The project sector should be described using the taxonomy referred to in Article 2(1)(a) of Regulation (EC) No 1893/2006 of the European Parliament and of the Council (i.e., the first level of classification).

Category 3 - Default Risk

Risk that the project or project owner may become insolvent or face bankruptcy or similar proceedings, and other projector project owner-related events that may result in loss of investment Such risk may be caused by various factors, including but not limited to: significant changes in macroeconomic conditions, mismanagement, lack of experience, fraud, inappropriate financing for the business objective, failed market introduction of a product, or cash flow shortages.

Category 4 - Lower, Delayed or No Returns Risk

Risk that the return may be lower than expected, delayed, or that the project may fail to generate capital or interest returns.

Category 5 – Platform Failure Risk

Risk that the crowdfunding platform may be temporarily or permanently unable to provide its services.

Category 6 - Investment Illiquidity Risk

Risk that investors may not be able to sell their investments.

Category 7 - Other Risks

Risks that are beyond the control of the project owner, such as political or regulatory risks.

Part D: Information Related to the Offer of Transferable Securities or Admitted Instruments for **Crowdfunding Purposes**

(a)	Total quantity and type of offered [transferable securities] or [admitted instruments for crowdfunding purposes]						
	This section must include at least the following information:						
	 (a) a description of the type and class of financial instruments being offered; (b) where applicable, the number of instruments offered, their nominal value, currency, and term; (c) The position of the instrument holder in the issuer's capital structure in the event of issuer insolvency, including information about ranking and subordination, where applicable. 						
(b)	Subscription price The price of the offered [transferable securities] or [admitted instruments for crowdfunding purposes]. Where applicable, this section should also indicate the minimum number of instruments that may be subscribed by a single investor.						
(c)	Possibility to subscribe for more instruments and how they are allocated in such cases						
(d)	Subscription and settlement procedure						

ction must clearly describe the subscription procedure for financial instruments, including the re, deadline, and method for paying the subscription price. Where needed, this section may include nee to additional subscription procedures or relevant instructions. y and transfer of [transferable securities] or [admitted instruments for crowdfunding es] to investors etion must include: 1) The exact date of transfer of financial instruments (or the latest possible date, if the specific date cannot be determined) and the procedure for transferring such instruments g security measures), and 2) The name and contact information of the issuer or its representative g an email address). rowdfunding service provider does not offer custody services, this must be explicitly stated. It is to pay any fees to the custodian. tion related to any guarantee or collateral securing the investment (if applicable)
tion must include: 1) The exact date of transfer of financial instruments (or the latest possible date, if the specific date cannot be determined) and the procedure for transferring such instruments g security measures), and 2) The name and contact information of the issuer or its representative g an email address). rowdfunding service provider does not offer custody services, this must be explicitly stated. tion should also identify the custodian, including its registration and contact information, and specify the investor is required to pay any fees to the custodian.
[guarantor] or [collateral provider] a legal entity? ity, legal form, and contact information of the [guarantor] or [collateral provider]; mation about the nature and conditions of the [guarantee] or [collateral], including its ranking.
tion regarding any obligation to repurchase [transferable securities] or [admitted ents for crowdfunding purposes] (if applicable)) tion of any repurchase agreements and concise information about any repurchase commitments; able, a reference to further details that period ion of the conditions under which investors can participate in the repurchase (including applicable as).
tion on interest rates and payment schedules ction applies to non-equity transferable securities (e.g., bonds) or hybrid instruments (e.g., ble bonds). I interest rate: ninal annual interest rate must be clearly stated. Additionally, a brief explanation of the calculation or a reference to the platform's website where the method is explained should be provided. The nterest rate must be disclosed to two decimal places in the following format: "[]% per year red using [applicable method])"; or, where the rate is variable, a short description of the main factors ing the rate (e.g., EURIBOR plus X%) and the calculation method. In which interest is payable: payment frequency: otion date (including interim payments, if applicable): e yield: ust be calculated using the method applied for computing the nominal annual rate and presented to
n e n pt

Part E: Information about Special Purpose Vehicles (SPVs)

(a)	Is there an SPV between the project owner and the investor? Yes/no	
(b)	SPV contact details	
	If the answer to the previous question is "yes," this section must include the SPV's identity, legal	form, and
	registered office address.	

Part F: Investor Rights

[Pursuant to Article 23(7) of Regulation (EU) 2020/1503, in the case of admitted instruments for crowdfunding purposes, where the information required under Part F exceeds one side of an A4-sized sheet of paper when printed, the remaining part shall be provided in an annex to the key investment information sheet.]

(a)	Main rights related to the [transferable securities] or [admitted instruments for crowdfunding
	purposes]
	A brief description of the main rights related to the instruments, grouped by type, such as:
	a) rights to dividends;
	b) voting rights;
	c) rights of access to information;
	d) pre-emptive rights to subscribe for offers of the same class of instruments;

	A 2-11 (1 1 1 - (1 1 3 2).						
	e) right to a share in the issuer's profits;						
	f) right to share in any surplus in the event of liquidation;						
	g) redemption rights;						
	h) conversion rights;						
	,						
	i) tag-along rights in case of an operational event (e.g. change of control or transfer of significant interest)						
	References to the project owner's constitutional documents and/or other relevant legal documents may be						
	included, along with links to the relevant articles or section numbers.						
(b) and (c)	Restrictions applicable to [transferable securities] or [admitted instruments for crowdfunding						
()	purposes], and restrictions on transfer of the instruments.						
	This section describes any shareholders' agreement or other arrangement that prevents or otherwise						
	, , , , , , , , , , , , , , , , , , ,						
	restricts the transfer of the instruments, e.g., conditions restricting the right to sell the instruments (e.g.,						
	approval requirements or lock-in periods).						
	It also describes any other restrictions applicable to the instruments, such as mandatory transfer conditions						
	(e.g., call options, redemption clauses, drag-along rights in the event of a change of control), clearly						
	specifying the financial terms of such transfers.						
(4)							
(d)	Investor's options to exit the investment						
(e)	In the case of equity instruments, allocation of capital and voting rights before and after the capital						
	increase resulting from the offer (assuming full subscription of all [transferable securities] or						
	[admitted instruments for crowdfunding purposes])						
	When presenting the distribution of capital and voting rights before and after the capital increase resulting						
	from the offer, the following information should be provided for each class of share capital:						
	a) the total share capital of the issuer;						
	b) the number of shares issued and fully paid and those issued but not fully paid; and						
	c) the nominal value of a share or an indication that the shares have no nominal value.						
	If there are shares that do not represent capital, the number of such shares and their key features must be						
	disclosed.						
	dicoloccal						

Part G: Loan-related Disclosures

(a)	Nature, Duration and Other Key Terms of the Loan					
(b)	Applicable Interest Rates or, Where Applicable, Other Compensation for the Investor Clearly indicate the annual interest rate. In addition, provide a short explanation of the calculation method or a reference to the crowdfunding service provider's website where this is explained. Annual interest rates must be disclosed to two decimal places in the preferred format: "[]% per annum					
	(calculated according to [specify applicable calculation method])"; or, in case of a variable interest rate, provide a brief description of the key elements determining the interest rate (e.g., EURIBOR plus X%) and its calculation.					
(c)	Risk-Mitigation Measures, Including Collateral Providers or Guarantors or Other					
(d)	Repayment Schedule of the Principal and Interest Provide the repayment schedule in a table or descriptive format. If early repayment is allowed at the initiative of the project owner or lender, describe the repayment process and applicable conditions.					
(e)	Any Defaults on Credit Agreements by the Project Owner in the Past Five Years					
,	[This section applies the definition of default as provided in Delegated Regulation (EU) [] [RTS 5] Article 1.]					
(f)	Loan Servicing (Including in Cases Where the Project Owner Defaults on Obligations) State the entity responsible for administering the loan (including its legal name, registration number and place, registered office, and contact details), and summarize the administration policy, including the procedure in case of default. A reference to a full administration policy document or webpage may be included.					

Part H: Fees, information, and complaints

		other	Percentag					
	Fees and Costs In EUR (or As a Examples (non-exhaustive list)							
	calculated based on a hypothetica	calculated based on a hypothetical €10,000 investment and on an annual basis.						
	When specifying amounts in euro	When specifying amounts in euros (or other applicable currency) and percentages, the values should be						
		their investment and exit from the investment, using a tabular format.						
		Associated with the Sale of Admissible Instruments for Crowdfunding Purposes). This section should present all direct and indirect fees, commissions, and costs incurred by the investor for						
(a)	Fees and Costs Related to the Investment Incurred by the Investor (Including Administrative Costs							

			applicable	Investmen		
			currency)	t		
	Participation fees (specify details) One-time		[] EUR	[]%	Costs incurred by the investor upon investing. These include: (i) costs related to subscription (e.g., notary fees, upfront fees, state charges), and (ii) costs related to the underlying asset (e.g., agent fees, notary fees, real estate acquisition taxes, and other acquisition-related expenses).	
		Exit fees (specify details)	[] EUR	[]%	Costs incurred by the investor upon investment maturity (e.g., agent fees, notary fees, real estate sale fees, liquidation costs).	
	Ongoind		[] EUR	[]%	Costs incurred by the investor during the investment holding period (e.g., custodial and management fees, audit and legal fees, current fees related to the investment or the underlying asset).	
	Conditional	Sėkmės mokesčiai / palūkanos (nurodykite detaliau)	[] EUR	[]%	Fees payable to the project owner(s) if certain performance benchmarks are met.	
		Kiti sąlyginiai mokesčiai (nurodykite detaliau)	[] EUR	[]%	Search fees, refinancing fees, transaction fees (insofar as not covered by one-time fees).	
(b)					dfunding project, the project owner [and,	
(c)	if applicable, the SPV] be obtained free of charge How and to whom can an investor submit a complaint regarding the investment or the conduct of the project owner or the crowdfunding service provider This section provides a summary of the following information: (a) the steps to be taken to submit a complaint regarding the investment or the conduct of the project owner or the crowdfunding service provider; (b) a link to the relevant website and the complaints form; (c) the latest website or email address through which such complaints can be submitted.					