

Attention board of directors,

With this email I am informing you (Coinsbit operating under EXRT Services OU registered in Estonia with registration number 14438036) once again in regards to the European regulations that forbid to misled someone in to buying something, and for that reason giving you the chance to honour the law and:

"The person who sold me the item/service acted aggressively/misled me. I'm entitled to a full refund under the Consumer Protection from Unfair Trading Regulations 2008."

For the following points:

- giving wrong information about the product or service
- giving the wrong advice about what product would be best for us
- exaggerating what the product can do
- keeping important information about the product or service hidden or obscured
- Not honouring statements made by the trader's staff
- Not offering a resolution

You have promoting your product without giving **me enough accurate information** to enable me to make an informed buying decision.

Once again we would like to ask you (Coinsbit operating under EXRT Services OU registered in Estonia with registration number 14438036) and the chance to look constructive to our provided information, in case that my previous emails arrived in error. We trust that further steps to **honour the European and International law** is not needed to press official charges against manipulation, theft and fraud.

In case when this is not solved, and after investigation, I using my right of unfair treatment to not using the court in Estonia stated in the regulation of Coinsbit, instead I am using the court within the EU of my citizenship.

In the below samples and hard copies we have asked explicit what you need us to do, nothing that refers in the samples below „hard copies attached”.

Examples can be seen below, hard copies are attached within this email:

Email from 15.08.2019 with offering Coinsbit product where we paid for:

Dear Umit,

In this message, we attached a presentation where you can find out more information about InvestBox.

We also want to inform you that today we launched the IEO project ELVN. Which will last 10 days. The community of this project, which employs about 200,000 people, is already joining us. More than \$ 1.464.833 was invested in this project per day.

We offer you first listing on our exchange and then listing on InvestBox. **We will engage the exchange community in listing on the exchange and further listing on InvestBox. After that you will be able to collect the necessary amount for IEO, we will help you, provide a support.**

Now our users are actively responding to the listing in InvestBox. As a result, they can redeem up to 10,000,000 tokens per day due to trading activity. Now is the best time. We have a lot of traffic on

the site and registrations. These people are interested in new coins on which they can trade and earn.

Thanks to this, ***you will be able to collect the required amount in the near future***, by increasing activity and involving people in the trade in your token, for launching IEO.

Waiting for your answer.

Best regards,

Coinsbit.io Team

Email from me to Coinsbit on 20.08.2019 asking what we have to prepare and to be specific question 3.3. "...We will also need help from you." Please be more specific. What exactly do we have to prepare?!

Answer received from Coinsbit on **24.08.2019** in regards to question 3.3:

(3.3.)

Answer:

We are ready to assist and help, since your development depends on the development of the coins on our exchange.

Upon Coinsbit failure after we have paid, we have asked why the promised result is not showing as mentioned in the e-mail communication, the person who sold us the service didn't mention we need to have prepare anything, instead their answer on 3.3. Acknowledge and knowing we not have any other funds that Coinsbit is ready to assist and help on our development as it depends on Coinsbit Exchange.

Now we would like to share your employees other side in how they communicate towards your Client, accusing me, then apologize and rectifies this and accusing me again after requesting my funds back.



view on this.

We were not informed that we need to do the marketing for the investbox, we rely on the marketing and community of Coinsbit for the IB, for that reason we choose to pay the 1 btc, please clarify.




As mentioned in our correspondence the investbox is to raise funds to pay Coinsbit for marketing and ieo listing and do the additional marketing from our side.

Regards Umit Kurt

18 September 2019

-  **V K** 09:56
Good day, Umit
It all depends on your community and how strong the marketing company is. Your community will trade this coin and the amount depends on its activity.
-  **Umit Kurt** 11:41
Hi V K, lets take some steps back as my happiness to cooperate with Coinsbit is slowly changing to a concerning one. In our email communication we received promises that now is reversed to us. Please keep the promises as stated in the email communication. I believe internally at Coinsbit this is not communicated accordingly. Please find in the attachment the promises made regarding announcements and community. I am looking forward to a reply that corrects your previous statement. Best regards Umit Kurt

After my reply and that from Andreea sharing her concerns, first mentioned in the e-mail we received on 19.08.2019 stating that they will able collect the required amount in 1 to 1.5 months, throughout the email conversation it is obvious that the solution provided by Coinsbit is Invest Box to raise the amount for Coinsbit IEO costs plus marketing and marketing from our side, and this also misled me to buy the services within Coinsbit. Now we got a respond and reversing this and rely on hypothetical numbers and audience activity on 18.09.2019.

-  **Andreea** 12:25
Any feedback to this topic will be highly appreciated, as we all are a little bit concerned
-  **V K** 12:32
Everything is fine, please do not worry. This little misunderstanding will be resolved today. Our team is in a meeting now, as soon as it ends I will return with a feedback for you.
Thank you for your time and patience. We are doing one big project together.
-  **V K** 13:53
Thanks for waiting, the meeting has finally ended and we can answer. Our situation is such that, before listing a coin, we can only rely on hypothetical numbers and audience activity. After listing, we will have two weeks and we will be able to think through a strategy and realize the interest of our audience in your coin and your audience in a coin on our exchange. Therefore, we in no case do not give up our words. But we cannot say the exact amount of expected profit.

Last fraise the amount, not a single penny is invested in our Project through the Invest Box till date, in regards to the engagement for our project, we made your workers several time aware that our announcement is removed from your twitter account and that the announcement e-mail isn't send, this can be found back in the attached file from your created telegram group.

This doesn't end here, the total opposite of what is discussed throughout the email correspondence, and the nice communication total disappeared, your employees created for us requirements and blaming us for not doing marketing and other things what is not mentioned earlier.



VK

12:51

Firstly, there can be no talk of returning funds. This money was used to carry out technical work and support for you, which is still ongoing and will continue in the future. But we would not want to take the path of disagreement. First of all, we are exchange and not a marketing agency, and we cannot do some things for you. Since you do not have an active community that would create trades on the exchange on your coin and thereby show excitement to our community. Therefore, you need to do it yourself. So that a person from your team should create a "market-making." And thereby attract the attention of all users of the exchange. Our announcements are not enough to create a hype around a new coin.

*Strangly enough the last statement quote "Our announcements are not enough to create a hype around a **new coin**" as this truly contradict what I have paid for, the person who sold me this service clearly stated in his email as:*

Now our users are actively responding to the listing in InvestBox. As a result, they can redeem up to 10,000,000 tokens per day due to trading activity. Now is the best time. We have a lot of traffic on the site and registrations. These people are interested in **new coins** on which they can trade and earn.

*And the promise We are ready to assist and help, since your development depends on the development of the coins on our exchange and **you will be able to collect the required amount within 1-1.5 months** and We will engage the exchange community in listing on the exchange and **further listing on InvestBox. After that you will be able to collect the necessary amount for IEO, we will help you, provide a support.***

I Have sent an email on 26.10.2019 and 27.10.2019 to Coinsbit requesting a solution or refund back, and also added the gmail address from the gmail address that is registered in the chamber of commerce in Estonia, unfortunately till date no respond.

The same email I sent is shared in the Coinsbit created telegram group, yet onother reply of your employee, forgetting also after we made them aware that statements are also legal binding.

VK

14:53

Okay, thank you for sharing all the materials to us, but this cancels the fact that we have fulfilled all our obligations to you. We do not want to quarrel with you, but on our part, we did not make promises about the success of the project only at the expense of the resources of our exchange.

We know how the market works and advise you with the goal of helping you achieve your goal.

As we said earlier, you need to create Market-making – coin turnover on our exchange. And also listing on top rank systems.

We are focused on cooperation with you, we hope you understand this.

AL

Andreea [REDACTED]

14:56

VK what are we talking about?! Success of the project means to sell all the tokens, we couldn't sell anything!! So where is your involvement?! We paid only for listing?! I don't think so... Please check again the email communication

We are out of funds. We invested everything in IB. So what exactly can we do in this situation?! We don't want to fight, we just want to have our tokens sold so that we proceed forward with the IEO

And the blaming continues by your employees, first exaggerating about the Investbox, giving wrong information about the product or service and not honouring statements made of the person who sold me the product. You can see clearly the communication pre-payment and after payment, we stranded in a different world after the payment.

AS

AS

13:22

Good day, colleagues!

We are a bit tired of repeating the same thing! The exchange (both ours and any other) does not bear any responsibility for the liquidity of the coin, but only provides tools and solutions for the coin that it can use to work on liquidity – this is the specificity of the market!

The exchange has fulfilled all obligations according to our agreement – there will be no return, it is not justified. Nowhere is it indicated that we promise you fees for a specific amount – it always depends on the coin itself! Your complaints about this are absurd!

We have offered you solutions that require minimal investment or do not require at all, but you do not want to work on the success of your project!

We have a bunch of cases and implementations of excellent results in IB, and your result is justified only by the lack of work on YOUR part on the liquidity of YOUR coin – which we have told you many times already!

Your request for delisting has been accepted, but we recommend that you think again, as you cannot cancel it! And we still recommend and still intend to return to a constructive dialogue and drawing up a plan to improve your result!

This is the end of the discussion!

We are waiting for confirmation from you on delisting or confirmation that you are ready to work on the success of your project, and not blame others for its failures!

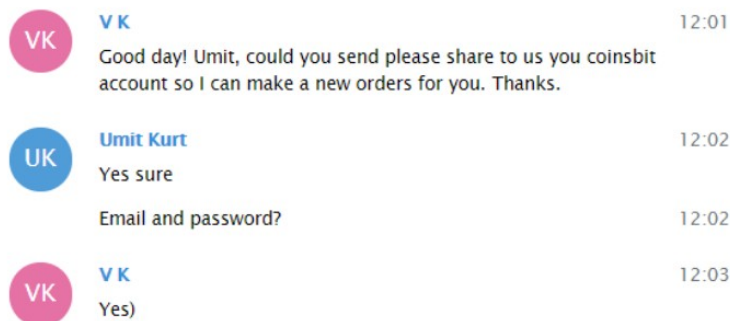
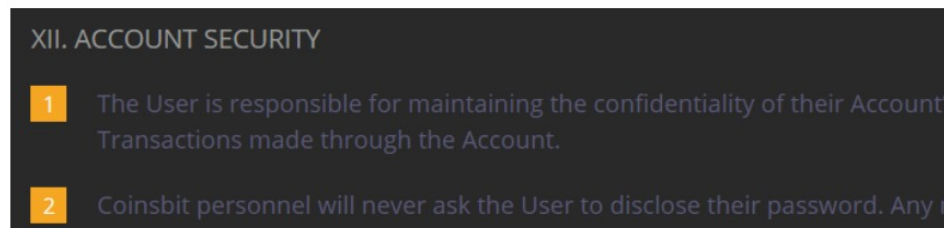
Also the threats talking negatively on the forums about Coinsbit mentioning that they are scams and creating fake hype, creates more concerns to me in regards to Coinsbit, see the reference links below: Also in your email towards me there is stated that p2pb2b exchange is your partner, I received a

statement saying that Coinsbit is not a partner and never was, see below your email and statement of p2pb2b employee.

Even when it is not my business and the posts are removed, where Coinsbit deleted the post of delisting a project on your exchange, the project itself stated online to press charges against Coinsbit and to provide a statement to the police because Coinsbit stole their money. Also in the Terms of Use - XII. ACCOUNT SECURITY section 2. Coinsbit personnel will never ask the User to disclose their password. In this case your employee did ask for my credentials.

Please find below the links and information in regards to above mentioned.

Asking password and indeed after logging in to my account I got notified of a ip address that is located in Ukraine with ip 193.0.221.56



Email from Coinsbit to me stating to be partner of p2pb2b exchange

Dear Umit,

About the launch IEO on our exchange:

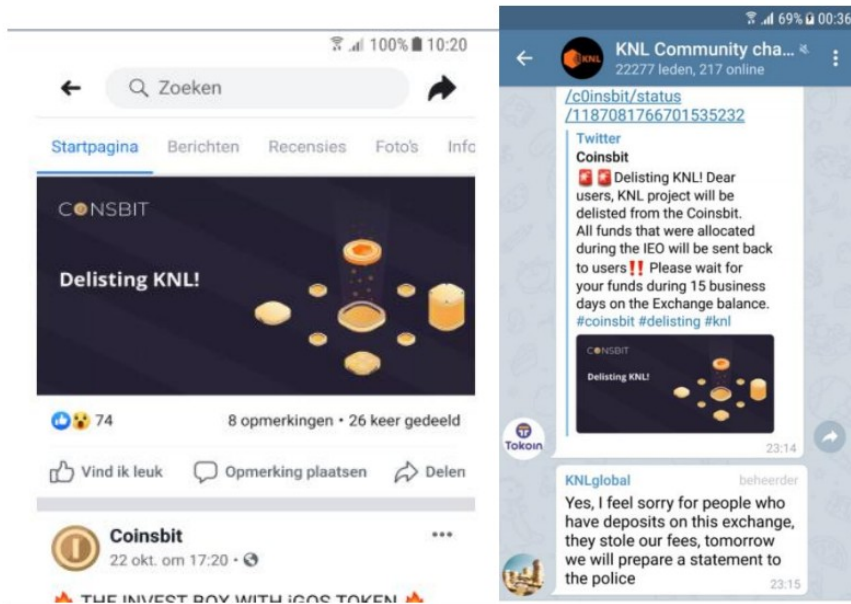
- IEO cost: 4 BTC
- 10% exchange fee

These conditions for launching IEO on our exchange also include:

- Further listing on the Coinsbit exchange
- Listing on the exchange partner p2pb2b.io



The delisting what is not my business, however this made my trust totally lost in Coinsbit



Links:

<https://bitcointalk.org/index.php?topic=5146438.20>

<https://bitcointalk.org/index.php?topic=5192497.0>

<https://bitcointalk.org/index.php?topic=5185065.1180>

<https://bitcointalk.org/index.php?topic=5185065.1300>

<https://bitcointalk.org/index.php?topic=5195285.0>

And ofcourse more if you search for it, the last link is where Coinsbit is tagged where I replied to, informed your employees in the chat about the accusation of Ponzi scam towards Coinsbit, in order to explain how it works, and to minimize brand damage where Coinsbit stayed silence instead of protecting your customer with his brand upon your product.

Below one other promise from the Coinsbit team that we will be answered on 28 October or 29 October, once again your employees showing the true face for not giving any importance to promises or statements, also no comment from your employees also when they have been online afterwards till the moment that I asked for the email address where our statement comes to the attention of the directors board, here again we didn't receive an answer on.

30 October 2019

UK Umit Kurt 11:58
Dear All, any update in regards to the meeting?

C Ciprian 13:11
Good morning.
Do we have any update regarding our opened topic? Thanks (we are staying, and time cost money). 13:11

28 October 2019

UK Umit Kurt 13:52
We feel completely ignored, we are promised to receive a answer on 28 October or 29 October after your meeting, and also today 30 October where we asked for a update is ignored as most of Coinsbit team was online after our message and not responding at all. Could you please provide a answer from the last meeting in order to move forward.

C Ciprian 12:39
In reply to [this message](#)
Good morning. How are things going? Can we have any solution regarding IB targets? We already have marketing solutions prepared for IEO part that will follow, but need to know if, in actual conditions, IB targets can be achieved? (As Umit explained, we already invested the allocated funds for first step, to gather seed money and reinvesting it into the required marketing that will gather the targeted amounts). Thanks

UK Umit Kurt 14:49
Could you please provide an email address where we can send our letter of experience where the board of directors receiving the emails, instead of the smart@coinsbit.io, info@coinsbit.io or exrt.services@gmail.com that is not responding.

UK Umit Kurt 16:33
Dear all, could you respond to the solution provided by Andreea yesterday. We are waiting and highly appreciate your answer shortly, for us to understand where we stand for the moment, regards Umit

VG V G 14:52
Friends, be patient, we'll give you an answer as soon as it's done.

AS A S 16:50
Good day, Colleagues!
We will answer after meeting about this situations
Evening today or tomorrow we will answer

UK Umit Kurt 14:55
Perfect, in the meanwhile we would like to send an official email with our statement till the matter is solved, could you please provide a correct email address where it comes to the attention at the board of directors

As you can see, your employees are not aligned in what is communicated through e-mail and the chat group Coinsbit created.

As you can see, I fully lost trust in the capabilities, actions, promises and statements provided by Coinsbit operating under EXRT Services OU.

I fully trust in your cooperation in refunding my paid fees back to the already provided address, and that there will be no need for further action from my side.

Also I trust due to importance of this, by not answering my e-mails, and providing solutions upon your statements in the group chat that is created by Coinsbit, and that by me the awareness is already shared to your employees long time ago, taking all this in to consideration I expect that I will receive an answer with your decision upon my request within 24 hours after receiving this e-mail.

Also we can agree on the timeframe for delisting in order for us to transfer the tokens after this matter is solved.

Yours faithfully,

Umit Kurt