

DISPUTE AND COMPLAINT RESOLUTION MECHANISM OF CVTOT

*** General Principles for Resolving Disputes and Complaints**

- CVTot encourages all relevant parties, including Employers and Candidates, to proactively resolve any disputes or complaints arising during transactions through negotiation and mediation, based on mutual respect for each other's legal rights and interests. If a resolution cannot be reached independently, the parties may submit a complaint to the Platform Management Board for assistance.

- We are not responsible for the following cases:

+ Cases of force majeure or objective obstacles as defined by law.

+ User behavior: We are not responsible for the actions of other users, including copyright infringement, disclosure of personal information, or any other illegal activities.

+ Technical errors: Issues related to hardware, software, network, or other technical factors beyond our control.

+ We are exempt from liability in cases where the user's data processing system, software, signal transmission system, or devices using cvtot.vn experience malfunctions, errors, attacks, viruses, malware, or for any other objective reasons beyond our control.

+ Regarding any losses or damages (direct or indirect), liabilities, and costs arising from any actions not caused by our fault related to the user's use or inability to use the service.

- All disputes shall be resolved in accordance with the laws of the Socialist Republic of Vietnam. Complaints must be submitted to CVTot immediately after the event occurs. CVTot will review each case and propose an appropriate resolution.

***Procedure for Receiving and Resolving Disputes and Complaints**

Step 1: All requests and complaints will be forwarded to the customer care department for receipt.

- Members may submit complaints to CVTot through one of the following methods:

- Email: hotro@cvtot.vn
- Support hotline: 0766783968
- Submit directly or by postal mail to:
 - + CVTOT JOINT STOCK COMPANY

- + Address: 20/5 Hà Thị Thân, An Hải Ward, Da Nang City, Vietnam
- + Phone number: 0766783968

- The complaint must clearly state: the complainant's information, the subject of the complaint, details of the case, and any supporting evidence (if available).

Step 2: The customer care and technical departments verify and check the data and reported content.

Step 3: If the complaint is valid, the company will take measures to prevent and rectify the issue (e.g., delete data, suspend related accounts, stop the violating behavior).

Step 4: The resolution result will be communicated to the user via email, phone, or written notice.

The time frame for verification, investigation, and feedback on the resolution is within 7 working days.

If the complainant or disputing party agrees with the content and resolution plan, the complaint and dispute resolution process is considered completed.

If the complainant or disputing party does not agree with the proposed resolution and requests a re-evaluation, the request will be received by the Customer Care Department. The process then repeats Steps 2, 3, and 4. At Step 4, if the members still do not agree with the resolution proposed by the Customer Care Department, the complainant or disputing party has the right to file a complaint or take legal action with the competent state authorities in accordance with the law.

Step 5: If necessary, the company will coordinate with the competent state authorities to ensure thorough resolution.

Measures for handling members who infringe upon consumer rights: depending on the severity, we will apply appropriate measures such as:

- + Remove listings: For posts that violate the platform's regulations, contain false information, or show signs of breaking the law.

- + Warning: Send a warning to the account in violation.

- + Temporary suspension/Account termination: For cases of serious violations or repeated offenses.

+ Coordination with authorities: When necessary, we will cooperate with the competent authorities to handle the case in order to protect the rights of consumers and other relevant parties.

*** Time frame for receipt and handling**

- CVTot only accepts complaints submitted within 30 days from the date the incident occurs.
- After receiving a valid complaint, the Management Board is responsible for verifying, investigating, and providing feedback on the resolution within 7 working days.

*** Responsibilities of the Relevant Parties**

- The complainant is obliged to provide truthful and complete information and is responsible for the accuracy of the complaint.
- The party being complained against is responsible for cooperating, providing information, and explaining to clarify the case.
- The CVTot Management Board will act as an intermediary, supporting the resolution of the case in a fair and objective manner, and protecting the legal rights of service users.

*** Legal Resolution of Disputes**

In cases where the parties cannot successfully negotiate or mediate, or do not agree with CVTot's proposed resolution, the dispute will be resolved at a Court or Arbitration Center in accordance with the laws of Vietnam.