

DISPUTE AND COMPLAINT RESOLUTION PROCEDURE

Effective as of 18/06/2026

a) General principles for resolving disputes and complaints

- TalentAxis encourages the relevant parties, including Employers/Enterprises and related parties, to proactively resolve disputes and complaints arising during the use of the services through negotiation and conciliation on the basis of respect for each other's lawful rights and interests. In the event that the parties cannot resolve the matter by themselves, the parties may submit a complaint to the Administration Board of TalentAxis for support.
- We are not responsible in the following cases:
 - + Cases of force majeure or objective obstacles in accordance with the provisions of law.
 - + Conduct of users: We are not responsible for the conduct of other users, including copyright infringement, disclosure of personal information, or any other unlawful conduct.
 - + Technical errors: Issues relating to hardware, software, networks, or other technical factors beyond our control.
 - + We are exempt from liability in the event that the data-processing system, software, signal-transmission system, or devices using TalentAxis of the user encounter an incident, error, attack, virus, or malicious code, etc., or for any other objective reason beyond our control.
 - + For any loss or damage (direct or indirect), liability, and cost under any cause of action that is not due to our fault, relating to the use of, or the inability to use, the services by the user.
- All disputes shall be resolved in accordance with the laws of the Socialist Republic of Vietnam. Complaints must be sent to TalentAxis immediately after the event arises. TalentAxis will consider each case and propose an appropriate resolution plan.

b) Procedure for receiving and resolving disputes and complaints

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

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

Email: support@talentaxis

Support hotline: 0766783968

Submit directly or by post to:

+ CVTOT JOINT STOCK COMPANY

+ Address: 20/5 Ha Thi Than, An Hai Ward, Da Nang City, Vietnam

+ Phone number: 0766783968

- The complaint content must clearly state: information of the complainant, the subject of the complaint, the content of the matter, and accompanying evidence (if any).

Step 2: The customer care department and the technical department conduct verification and checking of the data and the content of the report.

Step 3: If the complaint is valid, the company proceeds to prevent and remedy the incident (delete data, lock the related accounts, cease the violating conduct).

Step 4: Notify the resolution result to the user by email/phone/written document.

The period for checking, verification, and response of the handling result is within 07 working days.

In the event that the person making the complaint or dispute agrees with the content and the resolution plan for the complaint or dispute, the process of receiving and resolving the complaint or dispute ends.

In the event that the person making the complaint or dispute does not agree with the resolution plan for the complaint or dispute and requests re-resolution, the request for re-resolution of the complaint or dispute is received by the Customer Care department. The process repeats Steps 2, 3, and 4. At Step 4, if the member still does not agree with the complaint or dispute resolution plan proposed by the Customer Care department, the person making the complaint or dispute has the right to lodge a complaint with, or file a lawsuit before, the competent State authority in accordance with the provisions of law.

Step 5: If necessary, the company will coordinate with the competent State management authority for thorough resolution.

*** Measures for handling members who engage in conduct infringing consumer rights:** depending on the severity, we will apply appropriate handling measures such as:

- + Removal of postings: For postings that violate the Platform Regulations, are false, or show signs of violating the law;
- + Warning: send a warning to the violating account;
- + Temporary lock/lock of the account: for cases of serious violations or repeated violations;
- + Coordination with the competent authorities: where necessary, we will coordinate with the competent authorities to jointly handle the matter in order to protect the rights of consumers and the related parties.

c) Time limit for receipt and handling

- TalentAxis only accepts complaints sent within 30 days from the date the matter arises.
- After receiving a valid complaint, the Administration Board is responsible for checking, verifying, and responding with the handling result within 07 working days.

d) Responsibilities of the related parties

- The complainant has the obligation to provide truthful and complete information and to bear responsibility for the authenticity of the complaint.
- The party against whom the complaint is made is responsible for cooperating, providing information, and giving explanations in order to clarify the matter.
- The Administration Board of TalentAxis will act as an intermediary, supporting the resolution of the matter in a fair and objective manner and protecting the lawful rights of the service users.

e) Resolution of disputes by law

- In the event that the parties cannot successfully negotiate and conciliate by themselves, or do not agree with TalentAxis's resolution plan, the dispute shall be brought for resolution before a competent Court in Vietnam.