

(Weil die Formatierung der E-Mail von Vivid misslungen ist – hier der Klartext)

Dear Alexander,

In follow up to your formal complaint raised with CM-Equity AG/Vivid Invest GmbH regarding your holdings in the Fractional Coins with the Poly Coin as underlying, we understand you have felt the level of service we provided to you as a much appreciated client has been underwhelming.

Next to this, we also understand that the fact that you did not have full access to these specific fractional coins to dispose of as you saw fit (due to technical restrictions on the platform side) is something that should have been dealt with swifter and more decisive. For this we offer our apologies.

Our proposal

We would like to offer you the following to resolve the issue and your related complaint at hand:

1. We will liquidate your current positions in fractional coins with the Poly coin as underlying as per the 6th of January 2023;
2. We will compensate you for the difference between the sell price for these fractional coins at the 6th of January 2023 and the sell price for these coins on the 17th of October 2022;
3. The exact compensation amount in Euros will be shared with you after accepting this proposal. We believe this should lead to you receiving fair compensation for the fact you could not dispose of these fractional coins yourself;
4. In order to accept this proposal we need a clear acceptance of this proposal (including the acceptance of the underlying conditions as indicated underneath) via a reply to this email;
5. After your acceptance we will indicate the specific compensation amount and ensure the money is transferred to your Vivid Main Pocket within 5 business days.

The conditions to our proposal

There are 2 conditions connected to the offering of this compensation proposal, which are not negotiable:

1. The formal complaint via the VuV Ombudsstelle will be dropped by you as we have reached a direct agreement together;

2. You will refrain from any further direct and indirect communication (e.g. via fax/email/chat/social media/phone etc.) about your dissatisfaction with CM-Equity AG/Vivid Invest GMBH regarding this specific case and more specifically you will refrain from any further ungentlemanlike forms of communication regarding this case or any future communications with us. To be sure, we fully recognise and support your justified right to be vocal about your dissatisfaction as such and also can imagine our follow up to your requests have not always been to the standards that can be accepted from professional parties, however we would appreciate it if we could continue communicating in a more civilised manner.

Your further rights

Of course you are free to reject our proposal. As you have already found your way to the independent arbitration body to which CM-Equity AG is a member, the next step in case of a rejection would be to proceed with this process or you could consider (in case this process is deemed unsatisfactory) to start legal proceedings via a competent court.

In such a case we will inform any party of the (rejected) proposal made by us as well.

Kind regards,

Complaints Management  
Vivid Team

## BO- 23816- Proposal for resolution of formal complaint 17th of October 2022

Vivid Support <support\_english@vivid.money>

Jan 6 (5 days ago)

to [REDACTED] [Show details](#)

Vivid POLY    Reply  Actions

subject:BO- 23816- Proposal for resolution of formal complaint 17th of October 2022 Dear Alexander, In follow up to your formal complaint raised with CM-Equity AG/Vivid Invest GmbH regarding your holdings in the Fractional Coins with the Poly Coin as underlying, we understand you have felt the level of service we provided to you as a much appreciated client has been underwhelming. Next to this, we also understand that the fact that you did not have full access to these specific fractional coins to dispose of as you saw fit (due to technical restrictions on the platform side) is something that should have been dealt with swifter and more decisive. For this we offer our apologies. Our proposal We would like to offer you the following to resolve the issue and your related complaint at hand: 1. We will liquidate your current positions in fractional coins with the Poly coin as underlying as per the 6th of January 2023; 2. We will compensate you for the difference between the sell price for these fractional coins at the 6th of January 2023 and the sell price for these coins on the 17th of October 2022; 3. The exact compensation amount in Euros will be shared with you after accepting this proposal. We believe this should lead to you receiving fair compensation for the fact you could not dispose of these fractional coins yourself; 4. In order to accept this proposal we need a clear acceptance of this proposal (including the acceptance of the underlying conditions as indicated underneath) via a reply to this email; 5. After your acceptance we will indicate the specific compensation amount and ensure the money is transferred to your Vivid Main Pocket within 5 business days. The conditions to our proposal There are 2 conditions connected to the offering of this compensation proposal, which are not negotiable: 1. The formal complaint via the VuV Ombudsstelle will be dropped by you as we have reached a direct agreement together; 2. You will refrain from any further direct and indirect communication (e.g. via fax/email/chat/social media/phone etc.) about your dissatisfaction with CM-Equity AG/Vivid Invest GMBH regarding this specific case and more specifically you will refrain from any further ungentlemanlike forms of communication regarding this case or any future communications with us. To be sure, we fully recognise and support your justified right to be vocal about your dissatisfaction as such and also can imagine our follow up to your requests have not always been to the standards that can be accepted from professional parties, however we would appreciate it if we could continue communicating in a more civilised manner. Your further rights Of course you are free to reject our proposal. As you have already found your way to the independent arbitration body to which CM-Equity AG is a member, the next step in case of a rejection would be to proceed with this process or you could consider (in case this process is deemed unsatisfactory) to start legal proceedings via a competent court. In such a case we will inform any party of the (rejected) proposal made by us as well. Kind regards, Complaints Management Vivid Team

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**vivid**

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