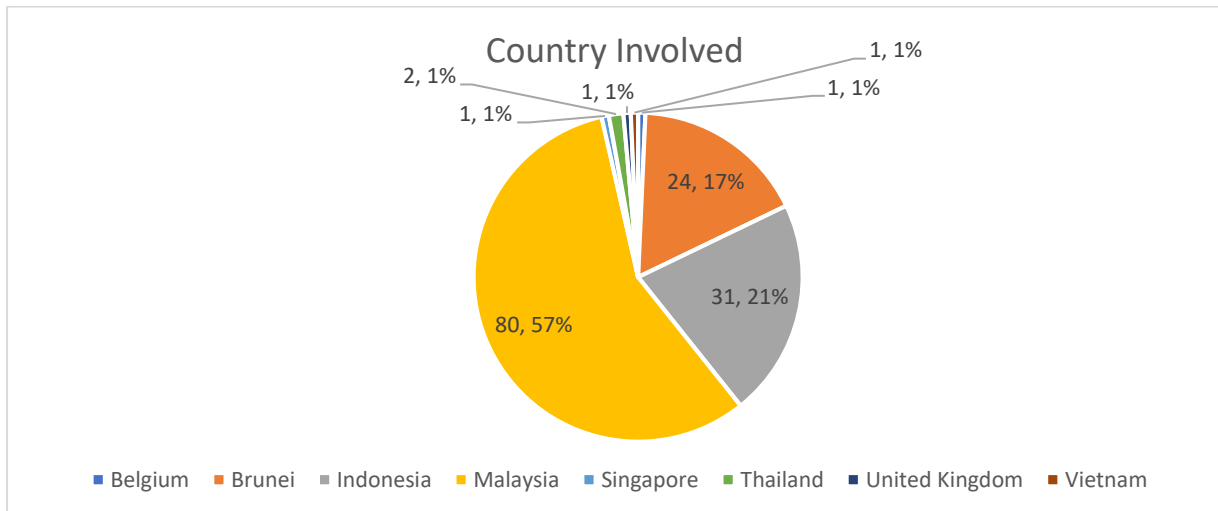


Analysis of The Withdrawal Report To Simex Support

This report is intended to collect all problems that encountered by the DDK Community upon the transaction that were perform on SIMEX Exchange.

1. Report Duration: 6/12/2019 – 20/12/2019
2. Total Respondent: 141 respondents as per (20/12/2019, 11:30 am)
3. Country Involves:

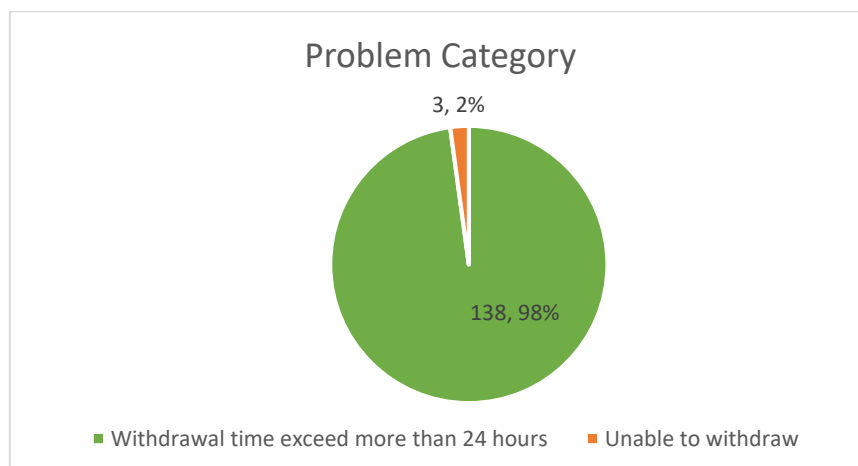


Country	No of respondent
Belgium	1
Brunei	24
Indonesia	31
Malaysia	80
Singapore	1
Thailand	2
United Kingdom	1
Vietnam	1

4. Problem category:

In this report there were 2 type of problem that has been identified

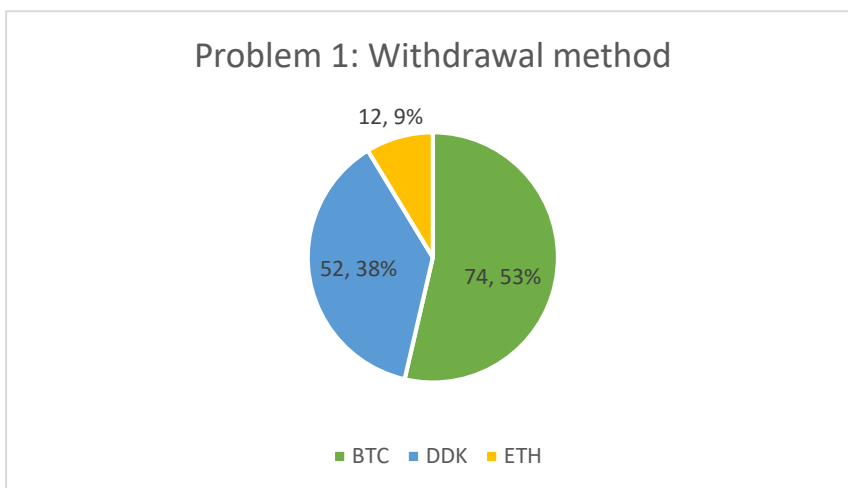
- Problem 1: Withdrawal time exceed more than 24 hours
- Problem 2: Unable to withdraw (suspended transaction)



Problem Category	No of Respondent
Withdrawal time exceed more than 24 hours	138
Unable to withdraw <ul style="list-style-type: none"> Withdraw from Simex account to DDK Mainnet wallet Withdraw in USD 	3

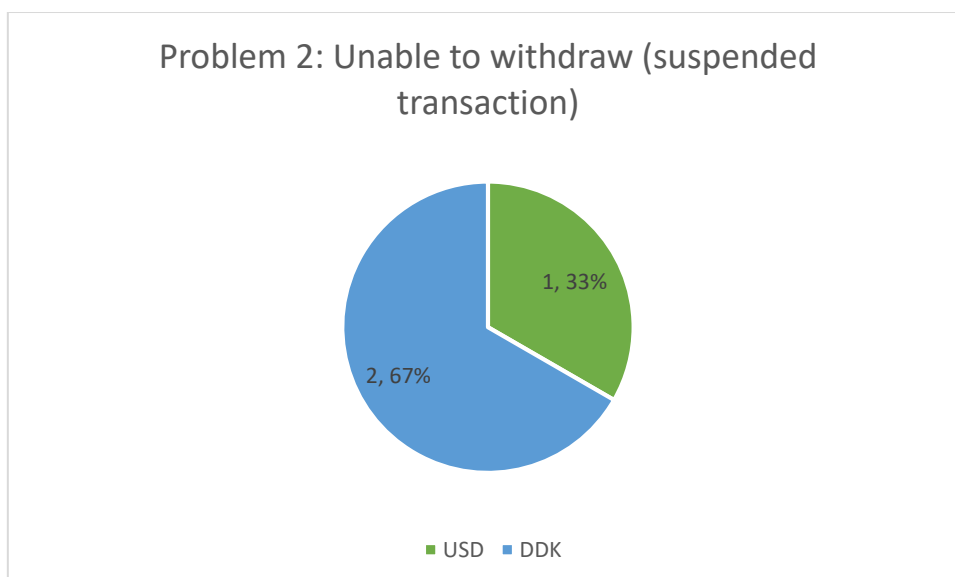
5. Withdrawal method for Problem 1 and Problem 2:

- Problem 1:** Withdrawal time exceed more than 24 hours



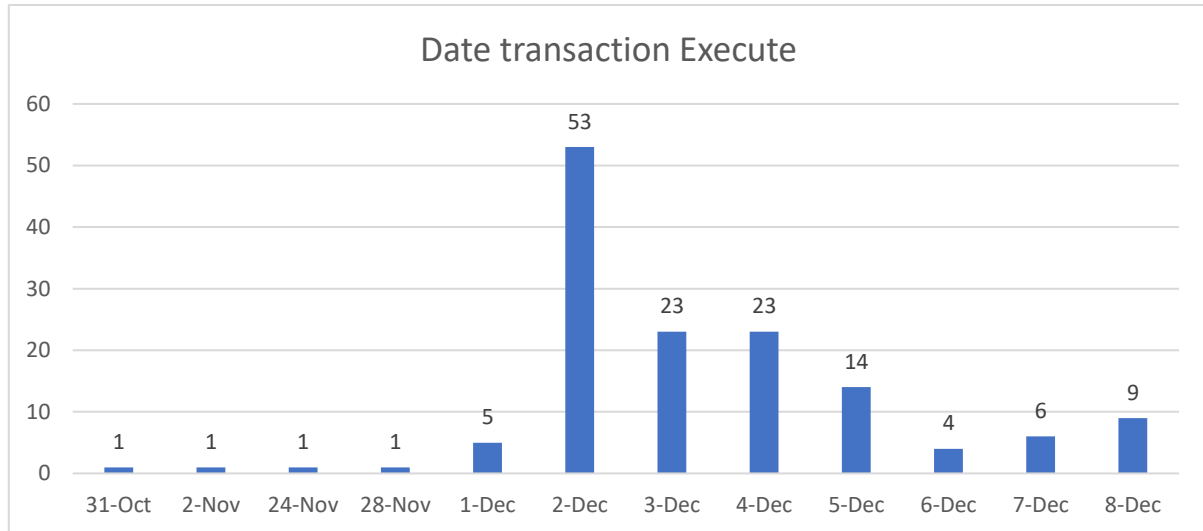
Withdrawal method	No of Respondent	Total Amount Asset
BTC	74	18.811753 BTC
DDK	52	6599.52224 DDK
ETH	12	123.670338 ETH

- Problem 2:** Unable to withdraw (suspended transaction)



Withdrawal method	No of Respondent	Total Amount of Asset
USD	1	4454 USD
DDK	2	35.2881 DDK

6. Date transaction execute (Time period of pending transaction)



Date Transaction Execute ('19)	No of Respondent
31-Oct	1
2-Nov	1
24-Nov	1
28-Nov	1
1-Dec	5
2-Dec	53
3-Dec	23
4-Dec	23
5-Dec	14
6-Dec	4
7-Dec	6
8-Dec	9

Conclusion: It has been shown in this report that most of the problem that were reported by users was on the withdrawal time issue which has exceed more than 24 hours and not meet the KPI that has been set up by Simex Exchange. By this report we hope that Simex Exchange team could expedite the transaction process to avoid from any delays that is contrary to the KPI from Simex