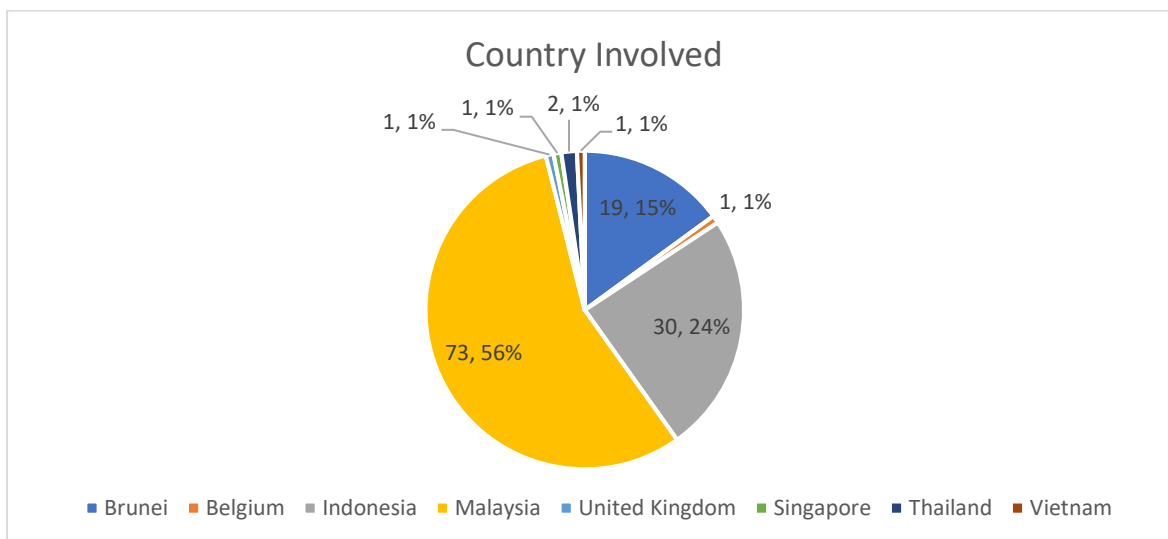


Simex Support Issue Report

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 – 10/12/2019
2. Total Respondent: 128 respondents as per (10/12/2019, 11:38am)
3. Country Involves:

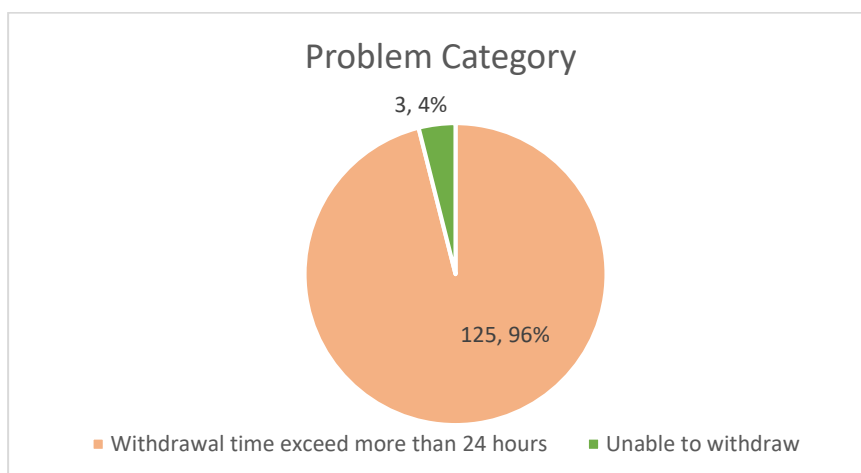


| Country | No of respondent |
|----------------|------------------|
| Brunei | 19 |
| Belgium | 1 |
| Indonesia | 30 |
| Malaysia | 73 |
| United Kingdom | 1 |
| Singapore | 1 |
| Thailand | 2 |
| Vietnam | 1 |

4. Problem category:

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

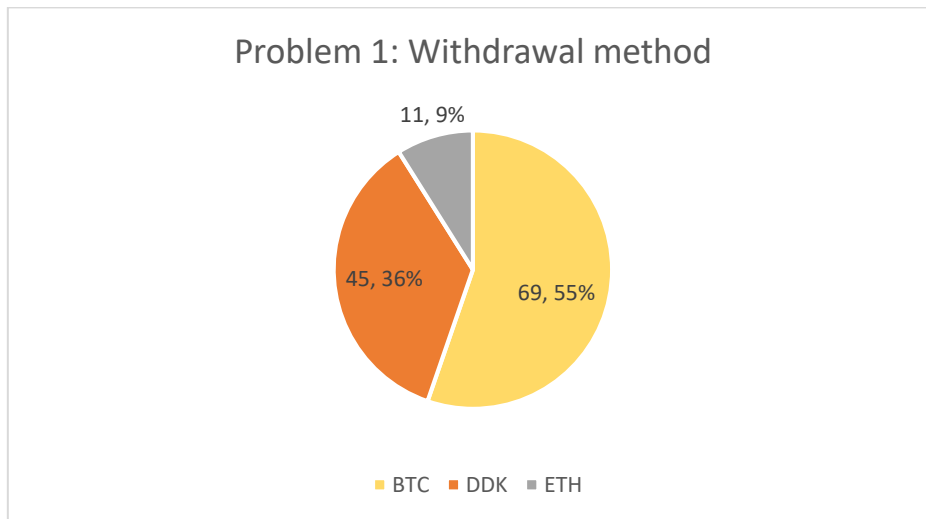
- Problem 1: Withdrawal time exceed more than 24 hours
- Problem 2: Unable to withdraw (suspended transaction)



| Problem Category | No of Respondent |
|-------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Withdrawal time exceed more than 24 hours | 125 |
| Unable to withdraw <ul style="list-style-type: none"> Withdraw from Simex account to DDK Mainnet wallet Withdraw in USD | 3 |

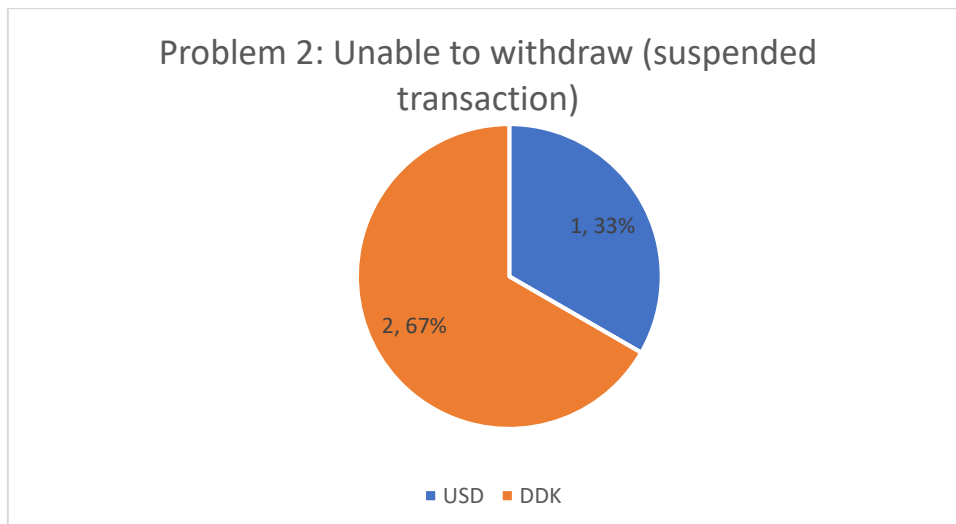
5. Withdrawal method for Problem 1 and Problem 2:

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



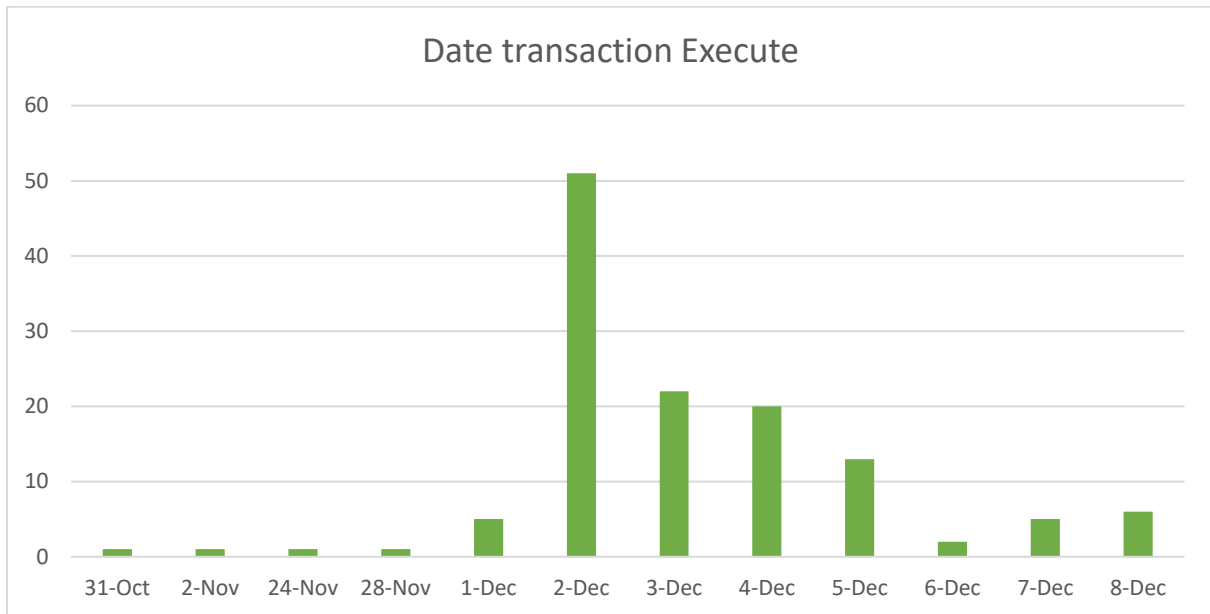
| Withdrawal method | No of Respondent | Total Amount Asset |
|-------------------|------------------|--------------------|
| BTC | 69 | 17.95699 BTC |
| DDK | 45 | 6194.659 DDK |
| ETH | 11 | 63.00618 ETH |

- 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 | 52 |
| 3-Dec | 22 |
| 4-Dec | 20 |
| 5-Dec | 13 |
| 6-Dec | 2 |
| 7-Dec | 5 |
| 8-Dec | 6 |

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 Exchange.