

## [Personal Information Processing Policy]

GG56 (hereinafter referred to as "Company") has the following policies to protect the personal information and interests of users of services, products, websites, and apps related to "FingeRate", "SoT" operated by the Company, and to facilitate handling of users' grievances related to personal information.

In order to continuously improve the personal information processing policy, the company sets the necessary procedures for revising the personal information processing policy. Also, the contents of this processing policy may be changed from time to time, so please visit regularly to check.

### Article 1 (Purpose of Collection and Use of Personal Information)

#### ① Purpose of collecting and using personal information

Personal information is processed for the purpose of preventing illegal use of services according to identity verification, various notices and notifications, handling grievances, and preserving records for dispute settlement.

Personal information is processed for the purpose of providing smooth services such as participation in surveys, requests, statistics, Respect Level, etc. and personal authentication.

#### ② Personal information items collected and used

1. Personal information: All personal information provided by members, such as name, date of birth, e-mail, gender, nationality, etc

#### ③ Collection method

1. The method of entering the personal information provided in the "service" by the person himself

2. Direct input to alternative means prepared for membership

3. Automatic collection of log records while using "service", through any the information collection tools

### Article 2 (Period of Retention and Use of Personal Information)

① The company processes and holds personal information within the period of holding and using personal information or the period of use agreed to collect personal information from the data subject according to the law.

② The period of personal information processing and holding is as follows.

1. Period of possession and use: Until consent for withdrawal of membership or collection and use of personal information is withdrawn

2. If it is necessary to preserve the user's personal information according to other laws, it shall be

in accordance with the provisions of the relevant law.

3. In accordance with the Act on Promotion of Information and Communication Network Utilization and Information Protection, necessary measures such as separate storage or destruction of personal information are taken to protect the personal information of members who do not log in to "service" for a year.

Article 3 (Entrustment of Personal Information for Marketing purposes)

- ① The company only make usage of the personal information in order to market related products of the "service".
- ② The company uses the personal information as follows only for those who have agreed to use separate marketing.

Article 4 (Rights of Information Subjects and Statutory Agents and Method of Exercise)

- ① The information subject may exercise the right to view, correct, delete, or request suspension of processing of personal information to the company at any time.
- ② The exercise of rights under paragraph (1) can be carried out by mail, e-mail, fax, etc. in accordance with Article 41 (1) of the Enforcement Decree of the Personal Information Protection Act, and the company takes action without delay.
- ③ The exercise of rights under paragraph (1) may be conducted through an agent, such as a legal representative of the information subject or a person entrusted. In this case, you must submit a power of attorney under attached Form 11 of the Enforcement Rules of the Personal Information Protection Act.
- ④ Requests for access to personal information and suspension of processing may be restricted by Article 35 (5) and Article 37 (2) of the Personal Information Protection Act.
- ⑤ A request for correction and deletion of personal information cannot be requested if the personal information is specified as the subject of collection in other laws and regulations.
- ⑥ The company checks whether the person who made the request for perusal, correction and deletion, or suspension of processing is the person who made the request or a legitimate agent.

Article 5 (Matters concerning the installation, operation, and rejection of automatic personal information collection devices)

- ① In order to provide individual customized services, the company uses 'cookie', which stores usage information and brings it up from time to time.
- ② Cookies are a small amount of information sent by the server (http) used to run the website to the user's computer browser and are sometimes stored on the hard disk inside the user's PC computer.

1. Purpose of use of cookies: It is used to provide optimized information and smooth service to users by identifying the type of visit and use of each service and website visited by users, popular search terms, security access, etc.

2. Install, operate, and reject cookies: You can refuse to save cookies by setting options on the device menu. C. Refusing to save cookies may cause difficulties in using some services.

#### Article 6 (Procedures and methods of destroying personal information)

① In principle, the company shall destroy the personal information without delay when the personal information becomes unnecessary, such as the lapse of the personal information retention period and the achievement of the purpose of processing. However, this may not be the case if it is to be preserved under other laws and regulations. The procedure, deadline, and method of destruction are as follows.

##### 1. Destruction procedure

Unnecessary personal information and personal information files are safely destroyed in accordance with relevant laws and internal policy procedures under the responsibility of the personal information protection manager.

##### 2. Destroyed

Personal information shall be destroyed within 5 days from the end of the period unless there is a justifiable reason, and within 5 days from the date when it is deemed unnecessary to process personal information unless there is a justifiable reason.

##### 3. Destruction method

A. Electronic form of information uses a technical method that cannot be played back.

B. The personal information printed on the paper shall be crushed or destroyed by grinding or incineration.

#### Article 7 (Measures to secure the safety of personal information)

① In accordance with Article 29 of the Personal Information Protection Act, the company takes the following technical/managing and physical measures to ensure safety.

##### 1. Conduct regular self-audit

In order to secure stability related to personal information handling, we conduct regular (once a quarter) audits.

##### 2. Minimize and educate employees handling personal information

We are implementing measures to manage personal information by designating employees who handle personal information and minimizing them by limiting them to those in charge.

##### 3. Establishing and implementing an internal management plan

For the safe processing of personal information, an internal management plan is established and implemented.

#### 4. Technical countermeasures against hacking, etc

In order to prevent personal information leakage and damage caused by hacking or computer viruses, the company installs security programs, periodically updates and checks, installs systems in areas with controlled access from outside, and monitors and blocks them technically and physically.

#### 5. Encryption of personal information

The user's personal information is stored and managed by encrypting the password, so only you can know it, and important data uses separate security functions such as encrypting file and transfer data or using file lock function.

#### 6. Storage of access records and prevention of forgery and alteration

① Records accessed to the personal information processing system are kept and managed for at least 6 months, and security functions are used to prevent forgery, theft, or loss of access records.

#### 7. Restriction of access to personal information

It takes necessary measures to control access to personal information by granting, changing, and canceling access to the database system that processes personal information, and controls unauthorized access from outside using the intrusion prevention system.

#### Article 8 (Method of remedy for infringement of rights and interests of information subjects)

The institution below is a separate institution from the company, and if you are not satisfied with the company's own personal information complaint handling and damage relief results, or if you need more detailed help, please contact the following.

Personal Information Infringement Reporting Center (operated by the Korea Internet & Security Agency)

Responsible duties: reporting personal information infringement, applying for counseling

Homepage: KISA Personal Information Infringement Reporting Center

Phone: (without station number) 118

Address: (58324) Personal Information Infringement Report Center on the 3rd floor of Jinheung-gil 9 (Bitgaram-dong 301-2), Naju-si, Jeollanam-do

Personal Information Dispute Mediation Committee

Responsible work: Application for dispute settlement of personal information, collective dispute settlement (civil resolution)

Home: Personal Information Dispute Mediation Committee (kopico.go.kr)

Phone: (without station number) 1833-6972

Address: (03171) 4th floor of the Seoul Government Complex, 209, Sejong-daero, Jongno-gu, Seoul

Cyber Crime Investigation Team of the Supreme Prosecutors' Office: 02-3480-3573 (www.spo.go.kr)

National Police Agency Cyber Safety Bureau: 182 (Application for Preventive Education - National Police Agency Cyber Investigation Bureau (police.go.kr))

#### Article 9 (Change of Personal Information Processing Policy)

① This personal information processing policy will be applied from December 20, 2022, and if there is an addition, deletion, or correction of changes in accordance with laws and policies, it will be notified through the notice seven days before the implementation of the changes.

② If you use the service on behalf of a company or organization, you agree to these terms and conditions on behalf of that company or organization and you are authorized to do so. In this case, 'you' will refer to the company or organization.

[Consent to collect and use personal information]

① We collect the minimum amount of personal information necessary for the smooth use of the members' services. Therefore, we inform you about the collection and use of personal information as follows, so please read it thoroughly and agree.

#### 1. Purpose of collection and use

A) Sign up for "service" membership and confirmation of the person when using the service

B) Preservation of various notices and notices, details of activities, distribution of profits, and records for dispute settlement

#### 2. Personal information items collected and used

C) Basic information provided when signing up for membership

D) Additional information on the date of birth, gender, nationality, wallet address, etc. provided by the member

E) APP access information and service usage information

#### 3. Collection method

F) Direct input method when registering as a member

G) The method of entering the information provided in the "service" by the member himself/herself

H) Collection through any information collection tools, etc

#### 4. Retention and use period

A) Hold and use it until the user requests withdrawal of membership or withdraws consent to collect and use personal information. However, the following information is excluded for the following reasons.

B) If it is necessary to preserve the user's personal information under other laws, the provisions of the relevant laws shall apply.

C) In accordance with the Act on Promotion of Information and Communication Network Utilization and Information Protection, necessary measures such as destroying personal information are taken to protect users who do not log in during the period prescribed by Presidential Decree. Application members are subject to deletion of member information or separate storage and withdrawal or suspension of use if they do not log in for one year. If there is a case where it is determined differently at the request of the user, the period can be applied differently.

### **[Location Information Terms and Conditions]**

#### Article 1 (Purpose)

The purpose of this Agreement is to prescribe rights, obligations, responsibilities, and other necessary matters with respect to the location information business or location-based service business provided by GG56 (hereinafter referred to as "Company").

#### Article 2 (Criteria other than the terms and conditions)

Matters not specified in this Agreement shall be governed by the Act on the Protection and Use

of Location Information, the Act on Promotion and Information Protection, the Framework Act on Telecommunications, and the Telecommunications Business Act, the company's terms and personal information processing policy, etc.

#### Article 3 (Content of Service)

The company directly collects location information or receives location information from the location information provider and provides location-based services as follows.

1. Geo Tagging Service: Location information of the personal location information provider or mobile device included in the post is stored together with the post.
2. Participation and request for survey using location information: Use the current location to request survey from SoT or participate in the ongoing survey.
3. Protection of users and prevention of unauthorized use of services by using the location of the personal location information provider or mobile device.
4. Location information sharing: Location information of a personal location information provider or a mobile device may be shared with the consent of the personal location information provider for the purpose of participating in the survey and requesting.

#### Article 4 (Rights of Personal Location Information Provider)

- ① The location information provider may withhold consent to some of the scope of personal location information collection and terms of use, the purpose of using and providing personal location information, the scope of the recipient, and some of the location-based services.
- ② The location information provider may withdraw all or part of its consent to the collection, use, and provision of personal location information.
- ③ The location information provider may request a temporary suspension of the collection, use, and provision of personal location information at any time. In this case, the company does not reject the request and is not responsible for any restrictions on the use of the service by the location information provider.
- ④ The location information provider may request the company to read or notify the following data, and if there is an error in the data, it may request correction. In this case, the company does not reject the request without justifiable reasons.
  1. Location information collection, use, and construction office confirmation data for the location information provider
  2. Reasons and details of the location information provider's personal location information provided to a third party pursuant to the Act on the Protection, Use, etc. of Location Information or other Acts and subordinate statutes
- ⑤ If the location information provider withdraws all or part of the consent, the company shall

destroy the collected personal location information and the confirmation data of the location information collection, use, and supply office without delay. However, if part of the consent is withdrawn, the personal location information and location information of the withdrawal part shall be limited to the confirmation data of the collection, use, and supply office.

⑥ The location information provider may request the company using the contact information under Article 10 of this Agreement for the exercise of rights under paragraphs (1) through (4).

Article 5 (Criteria for holding data confirming the use of location information and the period of holding)

According to Article 16 (2) of the Location Information Protection and Utilization Act, the company automatically records the location information collection, use, and construction room confirmation data for the personal location information provider in the location information system and keeps it for more than 6 months.

Article 6 (Change and suspension of services)

① If the company is unable to maintain the service due to various circumstances or legal obstacles, such as a change in the policy of the location information provider, the company may restrict, change, or suspend all or part of the service.

② In the case of service interruption under paragraph 1, the company notifies the Internet in advance or notifies the personal location information provider.

Article 7 (Immediate notification when providing personal location information to a third party)

① The company does not provide the personal location information of the personal location information provider to a third party without the consent of the personal location information provider, and if it provides services to a third party, it notifies the recipient and the purpose of providing them in advance and obtains consent.

② When the company provides personal location information to a third party designated by the personal location information provider, it immediately notifies the person, date, and purpose of providing the personal location information to the relevant communication terminal device.

③ However, in the following cases, the personal location information provider specifies in advance and notifies the designated communication terminal device or e-mail address.

1. Where the relevant communication terminal device that collects personal location information does not have the function of receiving text, voice, or video

2. Where the provider of personal location information requested in advance to notify the communication terminal device or e-mail address other than the corresponding communication terminal device that collected personal location information



#### Article 8 (Compensation for Damages)

Personal location information entities may claim damages from the company in case of damage due to violations of Articles 15 through 26 of the Act on the Protection and Use of Company Location Information. In this case, the company cannot escape liability unless it proves that it is not intentional or negligent.

#### Article 9 (Arrangement of Disputes)

- ① The company may apply for an award to the Korea Communications Commission if the dispute related to location information is not discussed with the personal location information provider or cannot be discussed.
- ② The company or personal location provider may apply for mediation to the Personal Information Dispute Mediation Committee in accordance with the Personal Information Protection Act if there is no consultation between the parties on a dispute related to location information.

#### Article 10 (Business Information)

The company's trade name, address, phone number, and other contact information are as follows.

Trade name: GG56 Korea Co., Ltd

Address: 4th floor, Gangnam-daero, Gangnam-gu, Seoul

Phone number: 02-25566780

E-mail: support@fingerate.world

### **[Paid service terms and conditions]**

#### Chapter I General Provisions

The purpose of Article 1 and the scope of application, etc

- (1) The purpose of this Agreement is to prescribe matters concerning the terms and procedures of use of SoM and Coin (hereinafter referred to as "credit") for the use of various paid services and services provided through "GG56" (hereinafter referred to as "Company").
- (2) These terms and conditions apply to 'members' who purchase 'credit' and 'paid goods'.
- (3) These terms and conditions are incidental to the FingeRate 2.0 Terms and Conditions

(hereinafter referred to as the "Terms and Conditions"), and the parts not stipulated in these Terms and Conditions shall be governed by the "Terms and Conditions".

#### Article 2 Definition of Terms

(1) Terms defined in the Terms and Conditions have the same meaning in these Terms and Conditions.

(2) Additional terms defined in these Terms and Conditions are as follows:

1. "Credits" refer to electronic vouchers issued by the company to purchase or use "paid products" within "services", and their names may be changed according to the company's decision
2. "Paid product" means various products or services that "members" can purchase from "services" for a fee.

#### Chapter 2 Use of Paid Service

The contents of the credit and the period of use, etc. under Article 1

(1) The company notifies the following matters within the terms and services in an appropriate manner so that "members" can accurately understand the terms of the transaction (purchase) before purchasing "credit" and "paid products" (hereinafter collectively referred to as "credit, etc.").

The contents of each subparagraph, including the contents of the explanatory page in paragraph 2 below, are part of the terms and conditions and bind "company" and "members".

1. The seller's trade name, name, address, and phone number of the representative
2. Specific details such as the type and price of 'credit, etc.', method of use, timing of use, and conditions of use
3. Matters concerning the deadline, method, effect, refund, etc. of withdrawal of subscription
4. Matters concerning compensation for damage to consumers, handling complaints, and handling disputes;

(2) The period of use of "credit" shall be determined and announced separately by the company, and "credit" that has not been used within the period may automatically expire based on the extinctive prescription. However, if there is a shorter-term prescription provision in other laws and regulations, it shall be in accordance with that provision.

(3) The company may notify the "members" in advance and change the specific details such as the type and price of the "paid product" or abolish the specific "paid product". However, if such a change or abolition is disadvantageous to "members" or has a significant impact on the rights and obligations of "members", it shall be changed through the procedure of notification and notification under Article 3 of Chapter 2 of the Terms of Use.

(4) If the company changes or abolishes the type and contents of the "paid product" in accordance with the preceding paragraph, the "company" shall compensate the "member"

appropriately for the failure to use the "paid product" in accordance with the conditions set at the time of purchase.

#### Article 2 Establishment of a credit use contract

The "credit" usage contract is established when the "member" agrees to the terms and conditions and purchases (charging) the "credit" through payment methods and methods determined by the "company" or through activities within the company's "service" such as participation in surveys, promotions, and viewing advertisements.

#### Article 3 Purchase (charging) and refund of credit

(1) Charging of "credit" is made through payment through app markets such as Google Play and App Store, and payment methods that can be provided by companies such as credit cards, mobile phones, and account transfers. However, depending on the service provision situation, it can only be charged in some ways, such as payment through the app market, and if there is a separate business operator who operates the payment method selected by the member, the member must follow the procedure required by the payment method before using the payment method.

Charging and using "credit" can be done freely according to the will of the "member", but the "credit" charging and using may be restricted according to the "company" operating policy, relevant laws or guidelines, and government guidelines.

(2) In the following cases, the company may refuse or cancel the establishment of a "credit" use contract by refusing to accept the purchase (charging) application of "members", withholding approval, or canceling the approval later.

1. In the case of not using a real name or using another person's name
2. In the case where it is judged to be a charge due to theft, such as payment in a designated risky IP, considering the mass payment of the same IP, continuous payment in a similar ID, and theft history
3. If false information is stated or mandatory information is not stated in the purchase process
4. In the case where a minor under the age of 19 applies without the consent of his/her legal representative
5. Where there is a possibility that the payment for the payment has not actually been made
6. In the case of a "member" who violates the "Terms of Use", such as copyright infringement on "content" (including "paid products")
7. In the case of a "member" who has been restricted in accordance with the "Terms of Use"
8. In the case of a "member" who has violated subparagraphs 1 through 7 above
9. Approving other applications for use violates relevant laws and regulations, social well-being order and customs, and relevant terms and conditions of the company

(3) The "company" may withhold approval until the following grounds are resolved:

1. In the event of a 'service'

2. In the case of insufficient facilities or related personnel for the normal operation of the 'service'

(4) If the "member" normally charges the "credit" and the "credit" usage contract is concluded, the company immediately delivers the contents of the contract to the "member", including the contents of each subparagraph of Article 1, Paragraph 1. However, when a "member" makes a payment through the app market, the issuance or notification of the contract conclusion shall be in accordance with the app market's policy.

#### Article 4 Establishment of a contract for the use of paid products

(1) The "paid product" usage contract is established when the "member" agrees to the terms and conditions and purchases the "paid product" using the "credit" purchased through the "company" payment method or "credit" usage contract.

(2) Chapter 2, Article 3, Paragraph 2, and Chapter 2, Article 3, Paragraph 3 shall apply mutatis mutandis to the rejection, reservation, and cancellation of the "Member's" application for the "Paid Products" use contract.

(3) "Company" shall immediately deliver the contents of the contract to "Member", including the contents of each subparagraph of Article 1 (1) of Chapter 2, if "Member" purchases "Paid Product" normally and concludes a "Paid Product" use contract. However, when a "member" purchases a "credit" through the app market, the issuance or notification of the purchase of a "paid product" shall be in accordance with the policy of the app market where the "credit" was purchased.

(4) In case of making a survey request using "credit", it will not be refunded if it contains information that violates the terms of use or if the survey request is canceled due to a member's mistake (such as an input error).

#### Article 5 Special Provisions on the Conclusion of Contracts by Minors, etc

(1) If a "member" is a minor (under 19 years of age), a "member" must go through legal procedures such as consent of a legal representative (parent, guardian, etc.) before purchasing "credit" and "paid products", and the company cannot purchase "credit" and "paid products".

(2) In order to agree to the payment of minors in the preceding paragraph, the legal representative may agree using a mobile phone during the payment process according to the guidance of the "company", and if the consent is completed, the "company" notifies the legal representative of the consent

(3) When agreeing to the preceding paragraph, the legal representative can select and determine the validity period of the consent according to the guidance of the "company", and the "company" checks whether the consent is extended by mobile phone text message 30 days

before the expiration of the validity period of the consent selected by the legal representative.

(4) The legal representative may withdraw the consent of this section at any time through the Customer Center or through a separate page below. However, in this case, the purchase before the time of withdrawal is not canceled (Article 7 of the Civil Act).

(5) Even if a "member" is a minor, he/she indicates that he/she is an adult by stealing the unique information of another adult (adult) during the purchase process, or if he/she makes a payment using the payment information of another adult (adult), he/she does not believe in a "membership" or "membership" legal representative's purchase.

(6) If a "member" is a person with limited ability, such as a minor, the use of "credit" or the purchase of "paid products" may be restricted for certain services set by "company" among "company" services. Services that are restricted from use will be notified separately from the contents of individual services.

#### Article 6 Prohibition of Transfer

"Member" shall not perform any disposition, such as transferring the contractual status and rights and obligations arising under these Terms to others or making them the object of pledge.

### Chapter 3 Withdrawal, Refund, and Refund of Subscription

#### Article 1 Withdrawal of Subscription, etc

(1) "Member" may withdraw the subscription and cancel the contract (hereinafter referred to as "subscription withdrawal, etc.") within seven days of receiving the contract conclusion or receiving the product for a product purchased for a fee under the "E-Commerce Protection Act." However, if "subscription withdrawal, etc." is not allowed, such as "subscription withdrawal," such as when "members" have already used the product, "company" will clearly notify "members" when purchasing the product.

(2) Notwithstanding Article 1, Paragraph 1 of Chapter 3 above, if the contents of the product are different from the contents of the indication or advertisement or the contents of the contract, the "member" may withdraw the subscription within three months from the date of receipt of the product and within 30 days from the date of knowing or knowing the fact.

(3) If a "member" has "withdrawal of subscription, etc." pursuant to Article 3 2 (1) or Article 3 (2) below, the products purchased by the "member" will be returned under the "E-Commerce Act," and the "Company" will proceed with the refund process according to the "E-Commerce Act."

(4) Other matters concerning "subscription withdrawal, etc." under this Article are regulated and processed in accordance with the "Electronic Commerce Act."

## Article 2 Effect of Withdrawal of Subscription

(1) The company will refund the payment in the same way as the payment within 10 business days from the date the user expresses his intention to withdraw the subscription, and if the refund is not possible in the same way, it will be notified in advance. However, in the case of a payment method that requires payment confirmation, a refund may be made within 10 business days from the payment confirmation date.

(2) In the event of a refund in accordance with the preceding paragraph, the company may deduct and refund the amount corresponding to the profit obtained from the user's use of paid services.

(3) When a refund is made by a user through a payment method such as a credit card or an electronic payment method, the company asks the business operator who provided the payment method to stop or cancel the payment for the goods. However, this may not be the case in the proviso to paragraph (1) and paragraph (2).

(4) If the company, the person who received the payment for the paid service, or the person who signed the paid service use contract with the "member" is not the same person, each person shall be jointly responsible for the performance of the obligations related to withdrawal of subscription.

(5) The company takes related measures in accordance with the e-commerce law, such as a request for suspension or cancellation of payment for the app market (in-app payment). However, please refer to the app market's policy regarding the app market's actions at the request of the 'company' above.

## Article 3 Refunds, refunds, etc. other than withdrawal of subscription, etc

"Member" can request a refund for unused "credit", and "Company" will proceed with a refund in compliance with the relevant laws and regulations for the refund request of "Member". However, such refund requests can only be made for "credit" purchased for a fee, and "credit" paid free of charge as a bonus or promotion is not subject to a refund.

## Article 4 Termination, etc. of Contracts

(1) "Member" and the company may terminate the contract if the other party fails to fulfill the obligations agreed under the "Credit" and "Paid Products" contracts within a considerable period of time.

(2) The company may immediately terminate the "credit" or "paid product" use contract with the "member" if it confirms that the "member" has committed any acts referred to in Chapter 2, Article 3, Paragraph 2 (limited to permanent use restrictions limited to permanent use restrictions). However, in this case, the deducted "credit" will not be refunded.

(3) Since personal information is deleted according to related laws such as the Personal

Information Protection Act after withdrawing from the "Service" member, if there is an unused "credit", the "Member" must be exhausted or refunded before withdrawing from the "Service". If a "member" voluntarily withdraws without a refund request, the company shall not be responsible for the restoration or refund of the "credit".

#### Chapter 4 Company Responsibilities

##### Article 1 Limitation of Liability

- (1) If the company is unable to provide the purchased "credit" or "paid goods" as agreed due to a natural disaster or equivalent force majeure, it will be exempted from responsibility.
- (2) If the company is unable to provide the purchased "credit" or "paid goods" as agreed due to reasons attributable to the "members", it will be exempted from liability unless there is intentional or gross negligence of the company
- (3) The company is not responsible for disputes between "members" or between "members" and "members" and third parties through "credit" or "paid products."

##### Article 2 Other Consumer Damage Compensation and Complaint Handling, etc

- (1) In the event of damage to a "member", such as the inability to use "credit" or "paid products" purchased by a "member" due to the company's intention or negligence, the "company" shall make its best efforts to resolve the damage and compensate appropriately.
- (2) The company operates the following channels to solve consumer's problems, such as compensation for damage to consumers, handling complaints and handling disputes, and issues related to refunds.
  - ▶ Please contact us at the email address or the customer service page of the "service" to inquire about "credit" and "paid products" and to solve the problem