

## **Appendix No. 6 to the User Agreement**

### **Procedure on the Determination of the Status of the Fulfillment of the Tasks within the Funding, the Status of the Victory in the Challenge and the Handling of Complaints of the Users (hereinafter the “Procedure”)**

1. Determining the Status of Fulfillment of Tasks in the course of Funding.

The Funding shall be deemed to have been fulfilled when the Customers' funds are transferred to the Author of the Funding account based on the Agreement on the Fulfillment of Tasks.

2. Determining the Status of the Victory in the Challenge.

The Challenge with Remuneration shall be deemed to have been successfully fulfilled when the Remuneration is transferred from the Challenge Organizer account to the Challenge Winner account in accordance with the Challenge Rules. If there is no Remuneration, the mechanism for determining the Challenge Winner shall remain the same and shall be implemented on the basis of the Challenge Rules.

3. Considering Requests and Complaints of the Users.

3.1. Within three (3) days since the Funding Video Confirmation has been published and within 24 hours after the expiry of the Challenge Duration until the Challenge Winner is determined, the Administration shall have the right to change to the status of considering Users' requests (Platform Arbitration) and to take steps to set the Task status. The status shall be set based on the analysis of Users statements and the evidence presented by them. When carrying out such analysis, the Administration shall act not as an appraiser or an expert but solely as an independent party which is authorized on the basis of these Rules to carry out such analysis being guided by its own independent beliefs and discretion.

The Arbitration may be up to fourteen (14) days.

At that, the Company shall not be a representative of either the Author of the Funding, or the Challenge Organizer, or the Customer of the Funding, or the Challenge Winner, or the User.

3.2. When determining the status of the Funding Task or the Challenge Task, the Company shall be guided by the text of the Challenge Task or the Funding Task, including the Task Deadline/Challenge Duration. In this case, when analyzing the fulfillment of the Task, the Company may take into account the professional level of the Contractor/Challenge Participant based on the integrated ranking of the Involvement Index that is determined by assessing the proportion of Users' targeted actions equivalent to the Contractor's/Challenge Participant's account. In particular, using the Involvement Index, the Company will establish the level of fulfillment of the Tasks the Customers could expect when transferring their contributions to the Author of the Funding. At the same time, we have the right, of our own free will, to decide on blocking (or suspending) accounts and canceling the winnings in the Challenge of those Users who violated the rules of the User Agreement in terms of cheating Likes, users and comments. We also have the right to recalculate the statistical data (i.e. Likes) of such Users by excluding the number of "fake"

Likes from the video statistics and, on the basis of "clean" (updated) statistics, make a decision on the winner of the Challenge.

3.3. The Users agree that in the course of Arbitration, the Company may use audio and/or video recording of the process of fulfilling the Task made by the Users and shall provide the Administration with information and materials required to analyze whether the Challenge Video Confirmation is in line with the Task. The Users shall independently bear all risks of failure to provide the Company with the materials required for the comprehensive independent analysis.

3.4. By results of considering the request and carrying out the analysis, the Company shall make one of the following decisions at its own independent discretion and belief:

3.4.1. The services were provided/the work was performed properly and in due time in accordance with the Funding Task; the Challenge Task was fulfilled properly.

3.4.2. The services were provided/the work was performed improperly and/or not within the time limits stipulated by the Funding Task, the Challenge Participant failed to fulfill the Challenge Task properly or the Likes were gathered in bad faith, in this case the Challenge Participant who gathered the most Likes as compared to the disqualified Challenge Participant may be recognized as the Challenge Winner.

3.5. The making of one of the decisions specified in clause 3.4 of this Procedure shall be the obligation of the Company in accordance with the terms and conditions of this Procedure. The making of one of those decisions by the Company shall be final for the purposes of this Procedure, the decision may not be revised. By using the Platform on the basis of the Agreement, the Customer and the Contractor, the Challenge Organizer and the Challenge Participant express their consent to any of the Company's decisions provided for by clause 3.4 of the Procedure.

3.6. Having made one of the decisions specified in clause 3.4 of this Procedure, the Company shall send a notice of the Arbitration award to all parties concerned.