

Thank you very much for your patronage of “ERGOSUM”.

This notice is to inform you of the refund of “paid in-game currency” (unused balance) in accordance with the provisions of Article 20, Paragraph 1 of the Act on the Settlement of Funds.

Trade name of the issuer of the prepaid means of payment for the refund

Company name CROOZ Blockchain Lab K.K.

Location 3-14, Ebisu 4-chome, Shibuya-ku, Tokyo

Type of prepaid means of payment to be refunded

Paid in-game currency that has not been used by 2:00 p.m. Japan time on March 31, 2025

Refund Request Period

From 6:00 p.m. Japan time on March 31, 2025 to 2:00 p.m. Japan time on May 31, 2025

If you do not apply by the above period, you will be disqualified from the procedure.

Refund Method

Refunds will be made by wire transfer to the bank account entered by the customer in the application form.

We will bear the bank transfer fee.

How to apply

During the above refund request period, please access the designated form displayed by launching the “ERGOSUM” application, or access the designated form displayed by accessing the “ERGOSUM” website at <https://ergosum-game.com/>, fill in the required information, and submit the request. Please fill out the form and submit it.

<Required Information

User ID

Paid crystals (number of crystals in your possession)

Contact e-mail address

Name of your bank in Japan

Name of your bank in Japan •Branch name

Branch Number

Account Type

Account number (7 digits)

Account Name (Kanji)

Account name (Kana)

Applicant's Name

Notes

Please make sure to keep the information entered in the refund request form in a memo, etc., and keep it in a safe place by yourself.

Please keep it in a safe place.

We will not disclose the information you have entered or the in-game information of the relevant game account,

We will not disclose this information.

No refunds will be made in the case of fraudulent, false, or incomplete claims.

Only accounts in Japan can be used (overseas remittances are not supported).

In order to prevent fraudulent applications and applications by third parties, we will ask you to provide us with documents that verify your identity or payment information.

or documents that can verify payment information may be requested to prevent fraudulent applications or applications that impersonate a third party.

Refunds will not be processed for accounts other than the one in the applicant's name.

If there is an error in the required information, there is a possibility that the refund will not be made to the customer.

If the email address entered is incomplete, there is a possibility that you will not receive any correspondence from us.

There is a possibility that we may not be able to contact you.

Refunds will only be made to the bank account in Japan that you have entered on the refund request form.

The personal information you have entered will be used only for the purpose of refund in accordance with our privacy policy

([https://ergosum-game.com/wp-content/themes/ergosum/assets/pdf/ergosum\\_privacy\\_policy\\_jp.pdf](https://ergosum-game.com/wp-content/themes/ergosum/assets/pdf/ergosum_privacy_policy_jp.pdf) ) We will use your personal information only for the purpose of refund according to our privacy policy ( ).

For inquiries regarding this matter, please contact  
ergapp\_repayment\_cs@croozbl.co.jp

March 31, 2025

3-14 Ebisu 4-chome, Shibuya-ku, Tokyo

CROOZ Blockchain Lab, Inc.

Representative Director Shoichi Furuse

Please see the Official Gazette for the public notice statement