

CORPORATE CONTACT DETAILS

KuCoin

Client correspondence · KuCoin EU

Contact details for KuCoin EU Exchange GmbH, an Austrian company. They are not attributed to other entities on the global KuCoin platform.

Postal addresses

AUSTRIA · BUSINESS ADDRESS

KuCoin EU Exchange GmbH

Am Grünen Prater 2
1020 Vienna
Austria

Firmenbuch FN 641084x · Vienna Commercial Court

Sources [\[01\]](#)

Address in the Impressum updated 1 September 2026.

AUSTRIA · POSTAL COMPLAINTS

KuCoin EU Exchange GmbH

Complaints Department
Am Grünen Prater 2-4
1020 Vienna
Austria

Firmenbuch FN 641084x

Sources [\[02\]](#)

Postal address expressly stated in the complaints policy dated 11 June 2025.

Contact channels

Complaints complaints@kucoin.eu [\[02\]](#)

Online complaints [KuCoin EU complaint form](#) [\[02\]](#)

Support [KuCoin EU Help Centre](#) [\[01\]](#)

Correspondence notes

Street number 2 or 2-4. The two documents publish different street numbers. Number 2 is the recent business address; 2-4 remains the address in the dedicated complaints procedure. Keep the two address formats distinct. [\[01\]](#) [\[02\]](#)

Official sources

Accessed on 7 September 2026. References link to the original documents.

[01 KuCoin EU · Impressum](#)

kucoin.com · Updated 1 September 2026: identity and business address.

[02 KuCoin EU · complaints](#)

kucoin.com · 11 June 2025, §5: postal address, email and complaint form.