



Submission of a complaint

(to be sent by the client to the crypto-asset service provider)

1.a Personal data of the complainant

LAST NAME / LEGAL ENTITY NAME _____

FIRST NAME _____

ACCOUNT NUMBER _____

LEI (IF AVAILABLE) _____

ADDRESS (REGISTERED OFFICE) _____

POSTCODE _____

CITY _____

COUNTRY _____

TELEPHONE _____

E-MAIL _____



1.b Contact details (if different from 1.a)

LAST NAME / LEGAL ENTITY NAME _____

FIRST NAME _____

ADDRESS (REGISTERED OFFICE) _____

POSTCODE _____

CITY _____

COUNTRY _____

TELEPHONE _____

E-MAIL _____

2.a Personal data of the legal representative (if applicable) (a power of attorney or other official document as proof of the appointment of the representative)

LAST NAME / LEGAL ENTITY NAME _____

FIRST NAME _____

ACCOUNT NUMBER AND
LEI (IF AVAILABLE) _____



ADDRESS (REGISTERED OFFICE) _____

POSTCODE _____

CITY _____

COUNTRY _____

TELEPHONE _____

E-MAIL _____

2.b Contact details (if different from 2.a)

LAST NAME / LEGAL ENTITY NAME _____

FIRST NAME _____

ADDRESS (REGISTERED OFFICE) _____

POSTCODE _____

CITY _____

COUNTRY _____

TELEPHONE _____

E-MAIL _____



3. Information about the complaint

3.a Full reference of the crypto-asset service or agreement to which the complaint relates (i.e. name of the crypto-asset service provider, crypto-asset service reference number, or other references of the relevant transactions...)

3.b Description of the complaint's subject-matter

Please provide documentation supporting the facts mentioned.

3.c Date(s) of the facts that have led to the complaint

3.d Description of damage, loss or detriment caused (where relevant)

3.e Other comments or relevant information (where relevant)



In _____ (place) on _____ (date) SIGNATURE _____

Complainant / LEGAL REPRESENTATIVE

Documentation provided (please check the appropriate box): ☐

Power of attorney or other relevant document ☐

Copy of the contractual documents of the investments to which the complaint relates ☐

Other documents supporting the complaint:
