

## 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...)

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

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Please provide documentation supporting the facts mentioned.

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

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

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

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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:

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