

Submitting a complaint

Standard template for the filing of complaints · Commission Delegated Regulation (EU) 2025/294

B2C2 Europe Sàrl
1 rue Jean Piret, L-2350 Luxembourg

To be completed by the client and submitted to B2C2 Europe Sàrl. Filing and handling a complaint is free of charge.

Use of this template is optional. You may submit your complaint in any other written or oral form described on our Submit a complaint page, and your complaint will not be rejected because this template was not used.

Complete as much as you are able, a complaint will not be rejected simply because an optional field is blank.

SUBMIT BY EMAIL	SUBMIT BY POST
complaints@b2c2.com Subject line: "B2C2 Europe complaint"	Complaints Handling Compliance Team B2C2 Europe S.à r.l., 1 rue Jean Piret, L-2350 Luxembourg

1 Details of the complainant

1.a Complainant

Last name / legal entity name	
First name	
Company registration number (if a legal entity)	
Legal Entity Identifier (if available)	
Client reference (if available)	
Your relationship with B2C2 Europe (e.g. client, prospective client)	
Address — street, number, floor (registered office for legal entities)	
Postcode	
City	
Country	
Telephone	
Email address	

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

Last name / legal entity name	
First name	
Address — street, number, floor	
Postcode	
City	
Country	
Telephone	
Email address	

2 Legal representative (if applicable)

A power of attorney or other official document evidencing the appointment of the representative should be attached to this form.

2.a Representative

Last name / legal entity name	
First name	
Registration number and LEI (if available)	
Address — street, number, floor	
Postcode	
City	
Country	
Telephone	
Email address	

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

Last name / legal entity name	
First name	
Address — street, number, floor	
Postcode	
City	
Country	

Telephone	
Email address	

3 Details of the complaint

3.a Full reference of the crypto-asset service concerned

Name of the B2C2 group entity, the crypto-asset service concerned, and the reference number of the service, order or transaction. This form applies to B2C2 Europe S.à r.l.; if your complaint concerns another B2C2 entity, please see b2c2.com/complaints.

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

Please set out what happened in chronological order, and attach documents supporting your statement.

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

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

3.e The outcome you are seeking (if applicable)

For example correction of a transaction, compensation, or reconsideration of a decision.

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

4 How you would like us to respond

- ☐ By email, to the address given in section 1.a or 1.b
- ☐ By post, to the address given in section 1.a or 1.b

Preferred language for our response

You may file your complaint, and receive our response, in English or French, in an official language of Luxembourg, or in an official language of the European Union that is also an official language of your Member State.

Preferred language	
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5 Documents provided

Please tick as applicable.

- ☐ Power of attorney or other official document evidencing the appointment of the representative
- ☐ Copy of the contractual documentation relevant to the complaint
- ☐ Other documents supporting the complaint (please list below)

6 Declaration and signature

I confirm that the information given in this form is accurate to the best of my knowledge and belief.

Place	
Date	
Name of the complainant / legal representative	
Signature	

What happens after you submit this form

- **Acknowledgement.** We will confirm receipt in writing, ideally within three business days. The acknowledgement will give the date we received your complaint, the name and contact details of the person or department handling it, the timeframe that applies, and — where you filed electronically — a copy of your complaint. We will also confirm whether your complaint is admissible and, if it is not, explain why.
- **Investigation.** Your complaint will be assessed impartially by the Head of Compliance of B2C2 Europe or an appropriate delegate. We may ask you for further information, and we will keep you informed of the steps we take.
- **Interim update.** If we cannot give you a final answer within 30 days of acknowledgement, we will explain the reasons for the delay and tell you when we expect to complete our investigation.
- **Final decision.** You will receive a reasoned written decision within two months of acknowledgement, addressing every point you have raised. Where we do not uphold your complaint in full, we will explain our position and tell you how to take the matter further.

If you are not satisfied with our response

You may refer your complaint to the Commission de Surveillance du Secteur Financier (CSSF) under its out-of-court complaint resolution procedure (CSSF Regulation N° 16-07).

CSSF — 283 route d'Arlon, L-1150 Luxembourg · reclamation@cssf.lu · cssf.lu/en/customer-complaints

You must first have complained to B2C2 Europe and either been dissatisfied with our response or received no acknowledgement within one month. Your request must reach the CSSF within one year of the date you complained to us, and the matter must not already be before a court, an arbitrator or another alternative dispute resolution body.

How we use your information

All complaints are handled confidentially. The personal data you provide in this form is processed only to investigate and resolve your complaint, to meet our regulatory obligations and to improve our services, in accordance with Regulation (EU) 2016/679 (GDPR) and the B2C2 Privacy Policy at b2c2.com/privacy-policy. If your complaint concerns how we have handled your personal data and you remain dissatisfied, you may also complain to the Commission nationale pour la protection des données (CNPD) or to the supervisory authority in your own Member State.

B2C2 Europe S.à r.l. · 1 rue Jean Piret, L-2350 Luxembourg · RCS Luxembourg B265273 · Authorised as a crypto-asset service provider by the Commission de Surveillance du Secteur Financier. B2C2 Europe does not provide services to retail clients or consumers.