

Form

TEMPLATE FOR THE FILING OF COMPLAINTS (to be sent by the client to Woorton SAS)

1.a. Information about the complainant

Last name/Legal entity name:

.....

First name:

EUID or if not available national Registration or ID number:

.....

Legal Entity Identifier (if available):

.....

Client reference (if available):

.....

Address (street, number, floor) (for legal entities, registered office):

.....

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) (for legal entities, registered office):

.....

Postcode:

City:

Country:

Telephone:

Email address:

2.a. Information about the legal representative (if applicable) (a power of attorney or other official document as proof of the appointment of the representative to be provided as an attachment to this form) Last name/Legal entity name:

.....

First name:

Registration number and LEI (if available):

.....

Address (street, number, floor) (For legal entities, registered office)

.....

Postcode:

City:

Country:

Telephone:

Form

Email address:

2.b. Contact details (if different from 2.a) Last name/Legal entity name:

.....

First name:

Address: street, number, floor (For firms registered office)

.....

Postcode:

City:

Country:

Telephone:

Email:

EN OJ L, 13.2.2025 8/9 ELI: http://data.europa.eu/eli/reg_del/2025/294/oj3.

Information about the complaint

3.a. Full reference of the crypto-asset service 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 any 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 OF THE COMPLAINANT

Form

Documentation provided (please check the appropriate box): Power of attorney or other official document as proof of the appointment of the representative Copy of the contractual documents of the investments to which the complaint relates Other documents supporting the complaint:

.....
.....

How to submit a formal complaint If your issue remains unresolved to your satisfaction, we encourage you to submit a written complaint to ensure clear communication and understanding. You can do so by sending this form to B2C2/Woorton via regulatory@b2c2.com at no cost. Alternatively, you can send a formal written complaint to the postal address to Woorton. For the postal addresses of each B2C2 entity please see either the B2C2 Website or the Woorton website. If you are unsure which B2C2 entity to contact, please send your correspondence to B2C2's parent entity postal address: B2C2 Ltd, 86-90 Paul Street, London, EC2A 4NE, United Kingdom.

An acknowledgement of receipt will be sent to your email address. If you do not receive it within a week, please reach out to regulatory@b2c2.com or compliance@woorton.com