



Use this form to submit a complaint about Archway's services. Using the form is optional - you can also submit complaints in free text. We will acknowledge receipt within 2 business days and aim to provide a final response within 15 business days.

How to submit a complaint

- Email: support@archway.finance
- Intercom: via the website or web app
- Post: 25 Angel Kanchev Str., 1000 Sofia
- Phone: support number published on the website

Complaint reference (if any)

Response language (optional)

English Bulgarian

Response channel (optional)

Email Intercom

A. Complainant details

Type: Individual Legal entity

Name / Legal entity name *

Client ref (if any)

EUID / ID (if any)

LEI (optional)

Address

Email *

Phone

B. Contact person

Name

Address

Email

Phone

C. Representative

Name

Authority

Email

Phone

Power of attorney attached

D. Complaint details

Archway Finance JSC (207778041)

Date of issue

Service

Crypto <-> Funds Crypto <-> Crypto Other

References (e.g. Order ID, TxID)

Description of the issue *

Loss / detriment

Desired outcome

E. Attachments

Screenshots Payment proof
 Blockchain Tx Emails / chat Other

List of files

F. Declaration

I confirm that the information provided is accurate to the best of my knowledge. I understand that Archway may request additional information to review this complaint.

City

Date

Name

Signature (type your name)

Submit: support@archway.finance | Intercom | 25 Angel Kanchev Str., Sofia