



Template for the submission of complaints BlockDev PLC

SUBMISSION OF A COMPLAINT

1.a. Personal data of the complainant

LAST NAME/LEGAL ENTITY	FIRST NAME	REGISTRATION NUMBER	LEI (IF AVAILABLE)	CUSTOMER REFERENCE (IF AVAILABLE)

ADDRESS: STREET, NUMBER, FLOOR (In case the complainant is a legal entity, the address of the complainant's registered office)	POSTCODE	CITY	COUNTRY

TELEPHONE		EMAIL	

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

LAST NAME/LEGAL ENTITY NAME	FIRST NAME

ADDRESS: STREET, NUMBER, FLOOR (for firms registered office)	POSTCODE	CITY	COUNTRY

TELEPHONE		EMAIL	

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

LAST NAME	FIRST NAME/LEGAL ENTITY NAME	REGISTRATION NUMBER	LEI (IF AVAILABLE)

ADDRESS: STREET, NUMBER, FLOOR (In case the complainant is a legal entity, the address of the complainant's registered office)	POSTCODE	CITY	COUNTRY

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

LAST NAME/LEGAL ENTITY NAME	FIRST NAME

ADDRESS: STREET, NUMBER, FLOOR (In case the complainant is a legal entity, the address of the complainant's registered office)	POSTCODE	CITY	COUNTRY

TELEPHONE		EMAIL	
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3. Information about the complaint

3.a. Full reference of the issuance, offer, or seeking of admission to trading of utility tokens or agreement to which the complaint relates (i.e. name of the Issuers of Utility Tokens, Utility Tokens reference number, or other references of the relevant transactions...). Please provide all relevant details of the payment transaction involved in your complaint. This should include the name of the payer and payee, the transaction reference number or ID, the date and time of the transaction, the amount and currency, and the payment method used (e.g., bank transfer, credit card, e-money). Indicate the payment service provider(s) involved (such as a bank, payment processor, or fintech platform) and the channel used to initiate the transaction (e.g., online banking, mobile app, etc.). Clearly describe the purpose of the payment (e.g., purchase of goods, deposit, service fee), and specify what went wrong (e.g., unauthorized payment, funds not received, duplicate charge).

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)*

.....(place) on(date)

SIGNATURE:.....