

We take all complaints seriously and aim to resolve them in a fair and timely manner. To understand where to send the form and what happens next, follow the instructions outlined in our Complaints Handling procedure here: <https://payhound.com/complaints-handling-process>

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: _____

Contact details (if different from above)

Last Name / Legal Entity Name: _____

First Name: _____

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

Postcode: _____

City: _____

Country: _____

Telephone: _____

Email address: _____

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: _____

Email address: _____

Contact details (if different from above)

Last Name / Legal Entity Name: _____

First Name: _____

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

Postcode: _____

City: _____

Country: _____

Telephone: _____

Email address: _____

Information about the complaint

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 ...)

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

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:*