Template for lodging a complaint

(Template set out in the annex to Delegated Regulation (EU) 2025/294 — optional use)

1.a. Information on the complainant

Name / Legal entity name	
First name	
EUID or, failing that, national registration or identification number	
Legal entity identifier (if available)	
Client reference (if available)	
Street, number, floor (for legal entities, registered office)	
Postcode	
City	
Country	
Mobile	
Email	

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

Name / Legal entity name	
First name	
Street, number, floor (for legal entities, registered office)	
Postcode	
City	
Country	
Mobile	
Email	

2.a. Information on the legal representative (where applicable) (attach a power of attorney or any other official document evidencing the appointment of the representative)

Name / Legal entity name	
First name	
Registration number and legal entity identifier (if available)	
Street, number, floor (for legal entities, registered office)	
Postcode	
City	
Country	
Mobile	
Email	

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

Name / Legal entity name	
First name	
Street, number, floor (for legal entities, registered office)	
Postcode	
City	
Country	
Mobile	
Email	

3. Information on the complaint

3.a. Full reference of the crypto-asset service to which the complaint relates (name of the provider, service reference number or any other reference of the transactions concerned)	
3.b. Description of the subject matter of the complaint (provide all documents supporting the facts mentioned)	
3.c. Date(s) of the events giving rise to the complaint	
3.d. Description of the damage, loss or harm caused (where applicable)	
3.e. Other relevant remarks or information (where applicable)	

Done at (place), on (date) — SIGNATURE OF THE COMPLAINANT / LEGAL REPRESENTATIVE OF THE COMPLAINANT

Documents provided	
Power of attorney or other official document evidencing the appointment of the representative	☐
Copy of the contractual documents of the investments to which the complaint relates	☐
Other documents supporting the complaint	☐

Drafting	**Approbation — Board**
Justine Boiral, Chief Compliance & Legal Officer Date: ____ / ____ / 2026 Signature:	Damien Patureaux, President — Proofeo SAS Date: ____ / ____ / 2026 Signature: