



TEMPLATE FOR THE FILING OF COMPLAINTS

The standard template for filing complaints, as provided by Commission Delegated Regulation (EU) 2025/294 of 1 October 2024, supplementing Regulation (EU) 2023/1114 of the European Parliament and of the Council with regard to regulatory technical standards specifying the requirements, templates and procedures for the handling of complaints by the crypto-asset service providers.

FILING OF A COMPLAINT

(to be sent by the Client to the crypto-asset service provider)

1.a. Personal data of the complainant

Last name/legal entity name	First name	Registration or ID number	LEI (if available)	Client reference (if available)

Address: Street, number, floor (for firms 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) (a power of attorney or other official document as proof of the appointment of the representative)

Last name	First name/Legal entity name	Registration number and LEI (if available)



Address: Street, number, floor (for firms 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 (for firms registered office)	Postcode	City	Country

Telephone		Email	
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3. Information about the Complaint

3.a Full reference of the crypto-asset service or agreement 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...)

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3.b Description of the Complaint's subject-matter

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Please provide documentation supporting the facts mentioned.

3.c Date(s) of the facts that have led to the Complaint

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3.d Description of damage, loss or detriment caused (where relevant)

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3.e Other comments or relevant information (where relevant)

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In _____ (place) on _____ (date)

Signature

Complainant/Legal representative

Documentation provided (please check the appropriate box):

<i>Power of attorney or other relevant document</i>	
<i>Copy of the contractual documents of the investments to which the Complaint relates</i>	
<i>Other documents supporting the Complaint:</i>	