**COMPLAINT**

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:

1. *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 / LEGAL ENTITY NAME:
* FIRST NAME:
* ADDRESS – STREET, NUMBER, FLOOR (for firms registered office):
* POSTCODE:
* CITY:
* COUNTRY:
* TELEPHONE:
* EMAIL:

1. *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:

1. **Information about the complaint**
2. 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…)*

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):

## In:

*(Place)*

## On:

*(Date)*

## Signature:

Legal representative signature:

# COMPLAINANT / LEGAL REPRESENTATIVE

*Documentation provided (please check the appropriate box):*

▢ Power of attorney or other relevant document

▢ Copy of the contractual documents of the investments to which the complaint relates

▢ Other documents supporting the complaint