



Complaint Form

Filing of a complaint

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

Your relationship manager or client service officer is there to deal with any questions, concerns or complaints you raise. Outside of routine meetings, you can contact your relationship manager or client service officer via email, telephone or by post.

1.a 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	

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

Last name/Legal entity name	
First name	



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

Postcode

City

Country

Telephone

Email address

2.a 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

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

Last name/Legal entity name

First name

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

Postcode



City

Country

Telephone

Email address

3. Information about the complaint

3.a 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 ...)

3.b 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	☐