

Annex No. 3: Template for the submission of complaints

SUBMISSION OF A COMPLAINT

(to be sent by the Customer to the Company)

1. Personal data of the complainant

LAST NAME	FIRST NAME	ID NUMBER	CLIENT REFERENCE (IF AVAILABLE)

ADDRESS: STREET, NUMBER, FLOOR	POSTCODE	CITY	COUNTRY

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	

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	

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...)

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

COMPLAINANT/LEGAL REPRESENTATIVE