

STANDARD FORM FOR THE SUBMISSION OF COMPLAINTS**SUBMISSION OF A COMPLAINT** (to be sent by the client to the crypto-asset service provider)**1.a Personal data of a complaint**

LAST NAME/ LEGAL ENTITY NAME	FIRST NAME	REGISTRATION NUMBER AND LEI (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/ LEGAL ENTITY NAME	FIRST 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...)

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3.b Description of the Complaint's subject-matter (please clearly specify the subject matter of the Complaint)

Please provide documentation supporting the facts mentioned

3.c Date(s) of the facts that have generated 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
