

Annex II - Template for the submission of complaints

TEMPLATE FOR THE SUBMISSION OF COMPLAINTS (to be sent by the Complainant to the Company)				
1.A PERSONAL DATA OF THE COMPLAINANT				
Last Name / Legal Entity Name	First Name	Registration or ID Number	Legal Entity Identifier (LEI)(if available)	Complainant Reference (if available)
Address: Street, Number, Floor (For Legal Entities – Registered Office)	Postcode	City	Country	Telephone
E-mail				
1.B CONTACT DETAILS (IF DIFFERENT FROM 1.A)				
Last Name / Legal Entity Name	First Name	Registration or ID Number	Legal Entity Identifier (LEI)(if available)	Complainant Reference (if available)
Address: Street, Number, Floor (For Legal Entities – Registered Office)	Postcode	City	Country	Telephone
E-mail				
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 or ID Number	Legal Entity Identifier (LEI)(if available)	Complainant Reference (if available)
Address: Street, Number, Floor (For Legal Entities – Registered Office)	Postcode	City	Country	Telephone

E-mail

2.B CONTACT DETAILS (IF DIFFERENT FROM 2.A)

Last Name / Legal Entity Name	First Name	Registration or ID Number	Legal Entity Identifier (LEI)(if available)	Complainant Reference (if available)
Address: Street, Number, Floor (For Legal Entities – Registered Office)	Postcode	City	Country	Telephone

E-mail

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)

SIGNATURE (COMPLAINANT / LEGAL REPRESENTATIVE)

in (place) / on (date)

Documentation provided (please check the appropriate box):

Power of attorney or other relevant document	<input type="checkbox"/>
	<input type="checkbox"/>

Copy of the contractual documents of the investments to which the complaint relates	
Other documents supporting the complain	<input type="checkbox"/>