

## Annex 1 – Complaints Form

### 1. Information on the Complainant

#### 1.1. Personal Data of the Complainant

Last Name / Legal Entity Name	First Name	Registration or ID Number	LEI (if available)	Client Reference (if available)

#### Address (for firms registered address)

Street, Number, Floor	Postcode/Zip code	City	Country

#### 1.2. Contact Details (if different from 1.1)

Legal Name / Legal Entity Name	First Name

#### Address (for firms registered address)

Street, Number, Floor	Postcode/Zip code	City	Country

Telephone	Email Address

#### 1.3. Personal data of the legal representative (if applicable) (a power of attorney or other official document as proof of the appointment of the representative is required)

Last Name / Legal Entity Name	First Name	Registration or ID Number	LEI (if available)	Client Reference (if available)

#### Address (for firms registered address)

Street, Number, Floor	Postcode/Zip code	City	Country

Telephone	Email Address

#### 1.4. Contact Details (if different from 1.3)

Last Name / Legal Entity Name	First Name	Registration or ID Number	LEI (if available)	Client Reference (if available)

Address (for firms registered address)

Street, Number, Floor	Postcode/Zip code	City	Country

Telephone	Email Address

## 2. Information about the complaint

2.1. Full reference of the crypto-asset service or agreement to which the complaint relates  
*(i.e. name of the crypto-asset service reference number or other references of the relevant transaction)*

2.2. Description of the complaint's subject-matter *(please provide documentation supporting the facts mentioned)*

2.3. Date/s of the facts that have led to the complaint

2.4. Description of damage, loss or detriment caused *(where relevant)*

2.5. Other comments or relevant information *(where relevant)*

### 3. 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	