

FILING OF A COMPLAINT

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

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 of the legal representative (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 (e.g. 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 of COMPLAINANT / LEGAL REPRESENTATIVE: _____

Documentation provided (please check as appropriate):

- ☐ 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

Note: This template reproduces the Annex 'Template for the filing of complaints' to Commission Delegated Regulation (EU) 2025/294 (MiCA complaints handling).