

Form for the Submission of Complaints

The below includes a template form for the submission of complaints in accordance with the Regulatory Technical Standards (RTS) on Complaints Handling by CASP.

<p>SUBMISSION OF A COMPLAINT</p> <p><i>(to be sent by the client to Knaken)</i></p>
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1. Information about the complainant

1.a. Personal data of the complainant

Last name/legal entity name	First name	Registration or ID number	LEI (if available)	Client reference (if available)

Addresses: 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

Addresses: Street, number, floor (for firms registered office)	Postcode	City	Country

Telephone	Email

2. Information about the legal representative of the complainant

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)

Addresses: Street, number, floor (for firms registered office)	Postcode	City	Country

Telephone		Email	
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2.b. Contact details (id different from 2.a)

Last name/legal entity name	First name

Addresses: Street, number, floor (for firms registered office)	Postcode	City	Country

Telephone		Email	
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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 providers, 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

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Please provide documentation supporting the facts mentioned.

3.c Date(s) of the facts that have led to the complaint

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3.d Description of damage, loss or detriment caused (where relevant)

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3.e Other comments or relevant information (where relevant)

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In _____ (place) on _____ (date)

SIGNATURE
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	