

## Template for the submission of complaints

### **SUBMISSION OF A COMPLAINT** **(to be sent by the user to SwissBorg via its Support Channels)**

#### 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)

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	FIRST NAME/LEGAL ENTITY 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*

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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:	