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:* |  |