

<b>SUBMISSION OF A COMPLAINT</b>
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**1.a. Personal data of the complainant**

LAST NAME	FIRST NAME	REGISTRATION NUMBER	LEI (IF AVAILABLE)	CUSTOMER REFERENCE (IF AVAILABLE)

ADDRESS: STREET, NUMBER, FLOOR (In case the complainant is a legal entity, address of the complainant's 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	POSTCODE	CITY	COUNTRY

TELEPHONE		EMAIL	

**2. Information about the complaint**

*2.a Cryptonow Account Number*

*2.b Associated Support Ticket Number(s)*

*2.c Cryptonow Customer Since (Date)*

*2.d Description of the complaint's subject-matter*

Please provide documentation supporting the facts mentioned.

*2.f Date(s) of the facts that have led to the complaint*

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

2.h Other comments or relevant information (where relevant)

In \_\_\_\_\_(place) on \_\_\_\_\_(date)

*CLIENT SIGNATURE*

Please send this form by postal mail to:

Cryptonow GmbH  
Compliant Handling  
Handelskai 94 – 96  
1200 Vienna  
Austria