COMPLAINT FORM

SECTION 1: Personal data of the complainant The data entered in this section must match the data on your account.	
Last Name / Legal Entity Name	First Name
Registration or ID Number	Client Reference (if available)
Legal Entity Identifier (if available)	
Address	
City	Postcode
Country	
Email Address	Contact Number

SECTION 2: Contact details (if different from Section 1).	
Last Name / Legal Entity Name	First Name
Registration or ID Number	
Address	
City	Postcode
Country	

SECTION 2: Contact details (if different from Section 1).	
Email Address	Contact Number

SECTION 3: 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	
City	Postcode
Country	
Email Address	Contact Number

SECTION 4: Contact details (if different from Section 3).	
Last Name	First Name / Legal Entity Name
Registration Number and LEI (if available)	
Address	
City	Postcode
Country	
Email Address	Contact Number

SECTION 5: Information about the complaint
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…)
Descrption of the complaint's subject-matter. Please provide documentatin supporting the facts mentioned.
Date(s) of the facts that have led to the complaint

Description of damage, loss or detriment caused (where relevant)
Other comments or relevant information (where relevant)

Complainant / Legal Representative Signature	Date

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:	☐

Complete and send the form to *complaints@gate.mt*