**SUBMISSION OF A COMPLAINT**

**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…)*

|  |
| --- |

*3.b Description of the complaint’s subject matter (crypto asset transaction, e-money transfer, foreign exchange e.g)*

|  |
| --- |

Please provide documentation supporting the facts mentioned.

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

|  |
| --- |

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

|  |
| --- |

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

|  |
| --- |

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: |  |

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Narvi retains records of all complaints and resolutions for at least **five years** in compliance with MiCA and EU regulations.