

SUBMITTING A COMPLAINT
Boerse Stuttgart Digital Custody GmbH
Börsenstr. 4 - 70174 Stuttgart

(to be submitted by the customer to the provider of crypto asset services)

1.a Details of the complainant

Surname/name of the legal entity:

.....

First name:

.....

EUID or, if not available, national registration or ID number

.....

Company ID (if available):

.....

Customer number (if available):

.....

Address (street, house number, floor) (for legal entities: registered office):

.....

ZIP CODE:

.....

Location:

.....

Country:

.....

Tel:

.....

E-mail address:

.....

1.b Contact details (if different from 1.a)

Surname/name of the legal entity:

.....

First name:

.....

Address (street, house number, floor) (for legal entities: registered office):

.....

ZIP CODE:

.....

Location:

.....

Country:

.....

Tel:

E-mail address:

2. Details of legal representative (if applicable) (attach power of attorney or other official document proving appointment as representative)

Surname/name of the legal entity:

First name:

Registration number and LEI (if available):

Address (street, house number, floor) (for legal entities: registered office)

ZIP CODE:

Location:

Country:

Tel:

E-mail address:

3.b Contact details (if different from 2.a)

Surname/name of the legal entity:

First name:

Address: Street, house number, floor (for companies: company headquarters)

ZIP CODE:

Location:

Country:

Tel:

E-mail address:

3. **Details of the complainant**

3.a *Full details of the crypto asset service to which the complaint relates (i.e. name of the crypto asset service provider, reference number of the crypto asset service or other reference to the relevant transactions, etc.)*

.....
.....
.....

3.b *Description of the subject matter of the complaint*

.....
.....
.....

Please attach documents to support your statement.

3.c *Dates of the circumstances that led to the complaint*

.....
.....
.....

3.d *Description of the damage, loss or disadvantage suffered (if applicable)*

.....
.....
.....

3.e *Further comments or relevant information (if applicable)*

.....
.....
.....

(place) , the (date)

SIGNATURE

COMPLAINANT/LEGAL REPRESENTATIVE OF THE COMPLAINANT

Documents provided (please check the appropriate boxes):

Power of attorney or other official document as proof of the appointment of the representative

Copy of the contractual documents of the facilities to which the complaint relates

Other documents supporting the complaint:

.....
.....
.....
