



If you want to file a complaint about the crypto-asset services provided by Vivid Money BV, please fill out and return this form

1. Personal data of the complainant

Last Name / Legal Entity Name:

First Name:

Legal entity registration or identity number:

Legal Entity Identifier (LEI), if available:

User Identifier (UID), if available:

Residency address (Street, Number, Floor):

Postcode:

City:

Country:

Telephone / Mobile:

E-mail:

2. Other contact details (Only if different from above)

Last Name / Legal Entity Name:

First Name:

Residency Address (Street, Number, Floor):

Postcode:

City:

Country:

Telephone / Mobile:

E-mail:

3. Personal data of the Legal Representative (if applicable)

Last Name:

First Name / Legal Entity Name:

Registration Number and LEI (if applicable):

Office Address (Street, Number, Floor):

Postcode:

City:

Country:

Telephone / Mobile:

E-mail:

4. Other contact details of Legal Representative (Only if different from above)

Last Name:

First Name / Legal Entity Name:

Registration Number and LEI (if applicable):

Office Address (Street, Number, Floor):

Postcode:

City:

Country:

Telephone / Mobile:

E-mail:

5. Information about the Complaint

Full reference to the crypto-asset service or agreement, including reference numbers or transaction details:

Description of the complaint's subject-matter (Please provide any documentation supporting the facts mentioned):

Date(s) of the incident (DD-MM-YYYY):

Description of Damage, Loss, or Detriment (if applicable):

Other relevant information or comments:

6. Signature

Complainant

Signature: _____ Date: _____ Place: _____

Legal Representative (if applicable)

Signature: _____ Date: _____ Place: _____

7. Documentation Checklist

- ☐ Power of Attorney or other relevant document (if applicable)
- ☐ Copy of contractual documents related to the complaint (required)
- ☐ Other supporting documentation relevant to the complaint