

Complaint Form BTC Direct Europe B.V.

Please fill in the details of your complaint as completely as possible in this form, so that we can assist you in the best possible way.

Fields marked with a * are mandatory.

The information you provide in this form will be processed in accordance with BTC Direct's privacy policy. Link: <https://btcdirect.eu/en-eu/privacy-policy>

Personal Information

My complaint concerns*

my Private account

my Business account*

First name / Company name*

Last name*

Registration or ID number*

(The document number of your passport or ID card.)

Street and house number*

Floor
(if applicable)

Postal code*

City*

Country*

Phone number*

Email address*
(Used for your BTC Direct account)

Is a legal representative involved?

Yes → please fill in the information below

*No**

Details of legal representative, if applicable: required

First name / Company name*

Last name*

Street and house number*

Floor
(if applicable)

Postal code*

City*

Country*

Phone number*

Email address*

Alternative contact details?

Yes → please fill in the information below

No

Alternative details, if applicable: required

First name / Company name*

Last name*

Street and house number*

Floor
(if applicable)

Postal code*

City*

Country*

Phone number*

Email address*

Complaint Information

Description of the subject of the complaint*

*Please provide documentation supporting the stated facts.**

Date(s) of the events leading to the complaint*

Description of the damage or loss incurred (if relevant)

Other remarks or important information (if relevant)

Signature

At*

on*

Date (dd-mm-yy)

Signature

Attached documentation*

(Tick those that apply)

Power of attorney or other relevant document

Copy of the contractual documents related to the investments involved in the complaint

Other supporting documents, if so; which documents