

COMPLAINT SUBMISSION FORM

SUBMISSION OF A COMPLAINT

(submitted by a client of Bitblock d.o.o.)

Note: This form is intended for natural persons – clients of **Bitblock d.o.o.** According to its own business policy, the Company does not establish a business relationship with legal persons or politically exposed persons (PEPs).

1.a Information about the complainant

Surname: _____

First name: _____

OIB or other identification number (if any):

Client reference number / transaction number (if any):

Address (street and number): _____

Postal code: _____

City: _____

Country: _____

Telephone number: _____

E-mail address: _____

1.b Contact details (if different from those in point 1.a)

Surname: _____

First name: _____

Address (street and number): _____

Postal code: _____

City: _____

Country: _____

Telephone number: _____

E-mail address: _____

2.a Information about the representative (if any)

(attach to this form the power of attorney or other official document proving the appointment of the representative)

Surname and first name / name of the representative:

Identification number or registration number (if any):

Address (street and number): _____

Postal code: _____

City: _____

Country: _____

Telephone number: _____

E-mail address: _____

2.b Contact details of the representative (if different from those in point 2.a)

Surname and first name / name of the representative:

Address (street and number): _____

Postal code: _____

City: _____

Country: _____

Telephone number: _____

E-mail address: _____

3. Information about the complaint

3.a Information about the service / transaction to which the complaint relates

Name of the service, crypto ATM location, date and time of the transaction, transaction identifier or other relevant information:

3.b Description of the subject matter of the complaint

Please provide all documentation supporting the stated facts.

3.c Dates of the facts that led to the complaint

3.d Description of the harm, loss or damage caused (if applicable)

3.e Other comments or relevant information (if applicable)

In _____ (place) _____ (date)

SIGNATURE OF THE COMPLAINANT / REPRESENTATIVE

Supporting documentation provided (tick the appropriate box)

- Power of attorney or other official document proving the appointment of the representative
- Copy of documentation related to the transaction or service to which the complaint relates
- Proof of payment / withdrawal / blockchain transaction (if any)
- Other documents in support of the complaint:

This form has been prepared following the template in the Annex to Commission Delegated Regulation (EU) 2025/294, adapted to the business model of Bitblock d.o.o. for dealings with natural persons.

