

**Submission of complaints**

Any complaints from a client of APLO SAS can be submitted via an Account Manager of APLO SAS or can also be submitted:

* either by email to : complaints@aplo.io
* or in written at the address : APLO SAS - 15 rue des Halles, 75001 Paris.

*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)  | 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)*

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

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Please provide documentation supporting the facts mentioned.

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

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

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

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|  |

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* | *[ ]*  |