

Template for the filing of complaints

To be sent to RIV-Digital S.r.l. - Complaints Department

Based on the Annex to Commission Delegated Regulation (EU) 2025/294. The numbered sections reproduce the fields of the standard template.

Instructions for completing and submitting this form

Complaints are filed and handled free of charge. Use of this template is optional. Complete the relevant sections; provide information marked "if available" or "if applicable" only where relevant. If you need more space, attach additional sheets and indicate the section to which they relate.

Send the form and attachments to reclami@riv-digital.it or by certified email (PEC) to riv-academy@pec.it. Postal address: RIV-Digital S.r.l. - Ufficio Reclami, Via Luigi Dalla Via 3/B, 36015 Schio (VI), Italy.

Complaints procedure: <https://www.riv-digital.it/transparency/>

Privacy notice: <https://www.riv-digital.it/privacy-policy/>

1a Information about the complainant

Last name/Legal entity name

First name

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

Legal Entity Identifier (LEI, if available)

Client reference (if available)

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

Postcode, city and country

Telephone

Email address

1b Contact details if different from section 1a

Last name/Legal entity name

First name

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

Postcode, city and country

Telephone

Email address

2a Information about the legal representative if applicable

Attach a power of attorney or other official document as proof of the appointment of the representative.

Last name/Legal entity name

First name

Registration number and LEI (if available)

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

Postcode, city and country

Telephone

Email address

2b Contact details if different from section 2a

Last name/Legal entity name

First name

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

Postcode, city and country

Telephone

Email address

3 Information about the complaint

3a Full reference of the crypto asset service

Identify the crypto-asset service to which the complaint relates: provider name, service reference number or other references of the relevant transactions.

Crypto-asset service provider

Service reference number and references of the relevant transactions

3b Description of the subject matter of the complaint

Provide documentation supporting the facts mentioned.

Description of the facts and subject matter of the complaint

3c Date or dates of the facts giving rise to the complaint

Date or dates

3d Description of damage loss or detriment caused

Complete if relevant

3e Other comments or relevant information

Complete if applicable

Signature

At (place)

On (date)

Signature of the complainant or the legal representative

Documentation provided

Tick the appropriate boxes.

- ☐ Power of attorney or other official document as proof of appointment of the representative
- ☐ Copy of the contractual documents concerning the investments to which the complaint relates
- ☐ Other documents supporting the complaint

Specify the other documents attached

Template source: Annex to Commission Delegated Regulation (EU) 2025/294
https://eur-lex.europa.eu/eli/reg_del/2025/294/oj?locale=en