



COMMERZBANK

Complaint form for corporate clients (legal entities)

regarding crypto asset services

As a service provider for crypto assets, Commerzbank AG is obliged to enable complaints relating to crypto asset services to be addressed via this form.

As a client, please submit your complaint via the fully completed and signed form to:

- Your relationship manager or specialist advisor in person, by email or by post.
- Alternatively, use the contact form in the corporate client portal. You will find this at www.commerzbank.com/corporateclients under the heading "Help & Contact".

Your complaint may be filed in German or English.

In this context, we also refer to the additional information on the complaint procedure, which can be made available on request or can be found on the internet at www.commerzbank.com/corporateclients under "Help & Contact".

1.a Information about the complainant

Legal entity name

Last name

First name

EUID or if not available national
registration or ID number

Legal Entity Identifier (if available)

Client reference/IBAN (if available)

Address of registered office

Street, Number

Postcode, City

Country

Telephone

Email address

1.b Contact details (if different from 1.a)

Legal entity name

Last name

First name

Address of registered office

Street, Number

Postcode, City

Country

Telephone

Email address

2.a Information about the legal representative (if applicable) (a power of attorney or other official document as proof of the appointment of the representative to be provided as an attachment to this form)

Legal entity name

Last name

First name

Registration number and LEI
(if available)

Address of registered office

Street, Number

Postcode, City

Country

Telephone

Email address

2.b Contact details (if different from 2.a)

Legal entity name

Last name

First name

Address of registered office

Street, Number

Postcode, City

Country

Telephone

Email address

3. Information about the complaint

3.a Full reference of the crypto asset service 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 ...)

3.b Description of the complaint's subject-matter (please provide any documentation supporting the facts mentioned)

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

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

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

Documentation provided (please tick the appropriate box)

Power of attorney or other official document as proof of the appointment of the representative

Copy of the contractual documents of the investments to which the complaint relates

Other documents supporting the complaint:

Place

Date

Signature complainant/
legal representative of the complainant