

# The Complaint Form

The complaint must be submitted electronically, using electronic communication (e.g. email) to the indicated address **support@kanga.global**.

## 1.a. Personal data of the person submitting a complaint

Surname/ Name of legal entity

Name

User's ID

E-mail address

Residential address (street)

House/apt. number

Postal code

City

Country

Phone number

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

Surname/ Name of legal entity

Name

Residential address (street)

House/apt. number

Postal code

City

Country

Phone number

E-mail address

## 2.a Personal data of legal representative (if applicable) (power of attorney or other official document as proof of appointment of the representative)

Surname/ Name of legal entity

Name

|                              |                      |                      |
|------------------------------|----------------------|----------------------|
| Residential address (street) | House/ apt. number   | Postal code          |
| <input type="text"/>         | <input type="text"/> | <input type="text"/> |
| City                         | Country              |                      |
| <input type="text"/>         | <input type="text"/> |                      |
| Phone number                 | E-mail address       |                      |
| <input type="text"/>         | <input type="text"/> |                      |

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

|                               |                      |                      |  |
|-------------------------------|----------------------|----------------------|--|
| Surname/ Name of legal entity | Name                 |                      |  |
| <input type="text"/>          | <input type="text"/> |                      |  |
| Residential address (street)  | House/ apt. number   | Postal code          |  |
| <input type="text"/>          | <input type="text"/> | <input type="text"/> |  |
| City                          | Country              |                      |  |
| <input type="text"/>          | <input type="text"/> |                      |  |
| Phone number                  | E-mail address       |                      |  |
| <input type="text"/>          | <input type="text"/> |                      |  |

## 3. Information about the complaint

**3.a Full reference to the cryptocurrency service or contract to which the complaint relates (i.e. name of cryptoasset service provider, cryptoasset service reference number or other references to relevant transactions).**

## 3.b Description of the subject of the complaint

Please attach documents proving the incident mentioned.

**3.c Date(s) when the facts/ events that caused the complaint occurred.**

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

**3.e Other comments or relevant information**

Signature of the person submitting the complaint/ their representative

Date and place

**The documentation provided (please choose the appropriate box):**

1. Power of attorney or another relevant document.

2. Copy of contractual documents relating to the investments complained about.

3. Other documents supporting the complaint: