



Submission of the complaint

Annex No. 1 to the Complaint Handling Policy

1.a Personal data of the applicant

Name, last name / Legal entity name

Registration number and LEI code (if available)

Address

for legal entities – registered office address
(street, number, floor, postcode, city, country)

Phone number

Email address

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

Name, last name / Legal entity name

Address

for legal entities – registered office address
(street, number, floor, postcode, city, country)

Phone number

Email address

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):

Name, last name

Address

(street, number, floor, postcode, city, country)

Phone number

Email address

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

Name, last name

Address

(street, number, floor, postcode, city, country)

Phone number

Email address

3. Information about the complaint

3.a Full reference of the product and/or agreement to which the complaint relates

(i.e. account reference number, name of the project owner/company, other references of the relevant transaction):

3.b Description of the complaint's subject-matter (please clearly specify the subject matter of the complaint):

Please provide documentation supporting the facts mentioned.

3.c Date(s) of the facts that have generated the complaint:

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

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

Complaint submission date, signature of the applicant

Documents submitted with the complaint (please check the appropriate box)

- ☐ Power of attorney or other relevant document
- ☐ Copy of the contractual documents of the account/product to which the complaint relates
- ☐ Other documents supporting the complaint (please indicate)