

## OPAGO - MiCA-compliant Complaint Form

Please complete this form in full and send it with all relevant documents to [complaints@opago.com](mailto:complaints@opago.com).

### 1.a. Information on the complainant / legal entity

Last name / Name of the legal entity:

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First name:

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Registration or ID number:

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LEI (if available):

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Customer number (if available):

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Address (Street, No., Floor):

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Postal code / City:

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Country:

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Telephone:

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E-Mail:

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### 1.b. Alternative contact details (if applicable)

Last name / Name of the legal entity:

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First name:

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Address (Street, No., Floor):

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Postal code / City:

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Country:

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Telephone:

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E-Mail:

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**2.a. Information on legal representation (if applicable)**

Please attach a power of attorney or an official document confirming the representation.

Last name / Name of the legal entity:

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First name:

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LEI (if available):

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Address (Street, No., Floor):

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Postal code / City:

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Country:

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Telephone:

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E-Mail:

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### **3. Information on the complaint**

3.a. Reference to the service / contract:

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

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3.c. Relevant dates / periods:

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3.d. Description of the damage incurred (if applicable):

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3.e. Further relevant information:

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3.f. Place / Date:

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3.g. Signature:

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3.h. Attached documents (e.g. power of attorney, copies of contracts, evidence):

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