

The Complaint Form

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

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

Surname/ Name of legal entity	Name	
<input type="text"/>	<input type="text"/>	
User's ID	E-mail address	
<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		
<input type="text"/>		

1.b Contact details (if different from point 1.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"/>	

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
<input type="text"/>	<input type="text"/>

Residential address (street)

House/ apt. number

Postal code

City

Country

Phone number

E-mail address

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

Surname/ Name of legal entity

Name

Residential address (street)

House/ apt. number

Postal code

City

Country

Phone number

E-mail address

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: