

VENGA

COMPLAINT SUBMISSION FORM

Dear user,

At Venga, we strive to deliver the best experience to our clients.

However, we understand that sometimes things might not go as planned. If you encounter an issue, we're here to help. We value your feedback and take all complaints very seriously.

If you already contacted us through our **Submit a Request** service in our Help Center but you're still unsatisfied with our reply, please fill in this form so we can review and assist you further.

1.a Personal data of the complainant

Legal Full Name

.....

National ID/Passport

.....

Customer ID (if applicable)

.....

Found under Settings > Profile > Customer ID in the app

Address

.....

Post Code

.....

City

.....

Country

.....

Telephone (including country code)

.....

Email

.....

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

Legal Full Name

.....

National ID/Passport

.....

Address

.....

Post Code

.....

City

.....

Country

.....

Telephone (including country code)

.....

Email

.....

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)

Legal Full Name

.....

National ID/Passport or Registration Number

.....

Legal Entity Identification (if applicable)

.....

Address

.....

Telephone (including country code)

.....

Email

.....

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

Legal Full Name

.....

National ID/Passport or Registration Number

.....

Address

.....

Telephone (including country code)

.....

Email

.....

3. Information about the complaint

3.a Full reference of the crypto-asset service or agreement to which the complaint relates (i.e. reference to the relevant transactions, etc.)

.....

3.b Description of the complaint subject-matter (please provide documentation supporting the fact 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 Mark with an X where needed

Power of attorney or other relevant documents

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

Other documents supporting the complaint

Signed in (place) on (date)

Signature Complainant
Legal representative signature

You can submit this online via email to complaints@venga.com including **Complaint Submission** in the email subject or via mail or post to the following address: **Michael Stroev (Norrskan Barcelona - Venga)** - Passeig del Mare Nostrum, 15, Ciutat Vella, 08039 Barcelona.

What Happens Next?

Once your complaint is received, we will acknowledge receipt via email within 5 business days. Our complaints team will then investigate your concerns thoroughly, which may involve reviewing your account activity, the history of your interactions with us, and liaising with relevant departments.

Resolution Timeline

We aim to resolve complaints within 30 business days. However, if the issue is complex and requires more time, we will keep you updated on the progress within 20 business days.