

Description of How to File a Complaint

The below includes a description of how to file a complaint in accordance with art. 1(2)(c) of the technical standards on the requirements, templates and procedures for handling Complaints (source at the time of drafting: [*ESMA Final Report Draft technical standards specifying certain requirements of the Markets in Crypto Assets Regulation \(MiCA\) – first package dated 25 March 2024 \(ESMA18-72330276-1634\)*](#), Annex VII) (RTS on Complaints Handling by CASPs).

Here is a step-by-step guide to help you understand how to file a complaint. **Filing a complaint is free of charge.**

Step 1: Identify the issue

First, make sure you clearly understand what your complaint is about. It could be related to unfair practices, misleading information, or any other issue you have encountered with Decubate.

Step 2: Gather information

Collect all relevant information related to your complaint. This includes:

- Your personal details;
- Description of the complaint;
- Relevant documentation;
- Crypto-asset service to which the complaint relates;
- Timeline of the incident.

Step 3: Contact Decubate

Before escalating the issue, you could try to resolve the issue directly with the customer service department of Decubate. If this does not help, you could officially file a complaint with Decubate.

Step 4: Provide necessary information

Officially filing a complaint can be done by providing the information as set out below or by using the Template for the Submission of Complaints under this link of Decubate's website. This template ensures that all necessary information is included.

The information to be provided includes:

- **Your personal details:** full name, contact details (address, telephone number and email), and, where applicable, the registration or ID number of the complainant.
- **Description of the complaint:** clear and concise description of the complaint, including any relevant details such as transaction dates, amounts and any prior communication related to the issue.
- **Relevant documentation:** copies of all relevant documents supporting the facts mentioned in the complaint, insofar as Decubate does not have these documents itself.
- **Crypto-asset service to which the complaint relates:** including the name of Decubate, a service reference number, or other identifying references to the relevant transactions.

- **Timeline of the incident:** dates of the events that led to the complaint, providing a clear timeline of the incident.

You may file your complaint in one of the languages used by Decubate to market its services or communicate with clients (i.e. English, Dutch), the home Member State (i.e. Dutch) or the host Member States (i.e. all Member States where Decubate provides its services to the extent the language is English) that are also official languages in the Union.

Step 5: Submit your complaint

You can file your complaint with Decubate's Complaints Officer (Ms. Paulien Kraaijeveld). You can submit your complaints through the following channels:

- Electronic Platform/System: Decubate's online system for complaints;
- Email: support@decubate.com;
- Postal address: Decubate B.V., Boerhaavelaan 40, 2713 HX Zoetermeer, the Netherlands.

Step 6: Allow time for resolution

Decubate will acknowledge the receipt of your complaint within 5 business days and will provide a substantive response within 40 business days (approximately 2 months).

Template for the Submission of Complaints

The below includes a template for the submission of complaints in accordance with the Annex to the technical standards on the requirements, templates and procedures for handling Complaints (source at the time of drafting: [ESMA Final Report Draft technical standards specifying certain requirements of the Markets in Crypto Assets Regulation \(MiCA\) – first package dated 25 March 2024 \(ESMA18-72330276-1634\)](#), Annex VII) (RTS on Complaints Handling by CASPs).

SUBMISSION OF A COMPLAINT

(to be sent by the client to Decubate)

1. Information about the complainant

1.a. Personal data of the complainant

Last name/legal entity name	First name	Registration or ID number	LEI (if available)	Client reference (if available)

Addresses: Street, number, floor (for firms registered office)	Postcode	City	Country

Telephone		Email	

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

Last name/legal entity name	First name

Addresses: Street, number, floor (for firms registered office)	Postcode	City	Country

Telephone		Email	
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2. Information about the legal representative of the complainant

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)

Last name	First name/legal entity name	Registration number and LEI (if available)

Addresses: Street, number, floor (for firms registered office)	Postcode	City	Country

Telephone		Email	
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2.b. Contact details (id different from 2.a)

Last name/legal entity name	First name

Addresses: Street, number, floor (for firms registered office)	Postcode	City	Country

Telephone		Email	
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3. Information about the complaint

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

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3.b Description of the complaint's subject-matter

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Please provide documentation supporting the facts mentioned.

3.c Date(s) of the facts that have led to the complaint

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

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3.e Other comments or relevant information (where relevant)

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In _____ (place) on _____ (date)

SIGNATURE
COMPLAINANT/LEGAL REPRESENTATIVE

Documentation provided (please check the appropriate box)

Power of attorney or other relevant document	
Copy of the contractual documents of the investments to which the complaint relates	
Other documents supporting the complaint	