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European Union

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COVER NOTE

From:	Secretary-General of the European Commission, signed by Ms Martine DEPREZ, Director
date of receipt:	13 July 2022
To:	General Secretariat of the Council
No. Cion doc.:	C(2022) 4848 final
Subject:	ANNEX to the COMMISSION DELEGATED REGULATION (EU) .../... supplementing Regulation (EU) 2020/1503 of the European Parliament and of the Council with regard to regulatory technical standards specifying the requirements, standard formats and procedures for complaint handling

Delegations will find attached document C(2022) 4848 final.

Encl.: C(2022) 4848 final



Brussels, 13.7.2022
C(2022) 4848 final

ANNEX

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COMMISSION DELEGATED REGULATION (EU) .../...

supplementing Regulation (EU) 2020/1503 of the European Parliament and of the Council with regard to regulatory technical standards specifying the requirements, standard formats and procedures for complaint handling

ANNEX

Standard format for the submission of complaints

SUBMISSION OF A COMPLAINT (to be sent by the client to the crowdfunding service provider)

1.a Personal data of the complainant:

LAST NAME/ LEGAL ENTITY NAME	FIRST NAME	REGISTRATION NUMBER AND LEI (IF AVAILABLE)

ADDRESS: 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

ADDRESS: STREET, NUMBER, FLOOR (for firms registered office)	POSTCODE	CITY	COUNTRY

TELEPHONE	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):

LAST NAME	FIRST NAME/ LEGAL ENTITY NAME	REGISTRATION NUMBER AND LEI (IF AVAILABLE)

ADDRESS: STREET, NUMBER, FLOOR (for firms registered office)	POSTCODE	CITY	COUNTRY

TELEPHONE	EMAIL

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

LAST NAME/ LEGAL ENTITY NAME	FIRST NAME

ADDRESS: STREET, NUMBER, FLOOR (for firms registered office)	POSTCODE	CITY	COUNTRY

TELEPHONE		EMAIL	

3. Information about the complaint

3.a Full reference of the investment or agreement to which the complaint relates (i.e. investment reference number, name of the project owner/company or crowdfunding project, other references of the relevant transactions...)

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 (where relevant)

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

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:
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.....
.....