

Damex Digital Ltd - Complaints Form

Damex Digital Limited Registered Office: *MK Business Centre, 115A Floor 2, Triq Il-Wied, Birkirkara, BKR 9022, Malta. Trading Address: FLOOR 3 & 4, 6 MARKET STREET / 6 TRIQ IS-SUQ, FLORIANA, FRN 1083, MALTA*

INSTRUCTIONS FOR SUBMISSION

In accordance with Regulation (EU) 2023/1114 and the Damex Digital Limited Complaints Handling Policy, clients may use this standardised form to submit a formal complaint. This form is for the completion by both natural persons and legal entities.

Please submit this completed form and any supporting evidence to:

- **To:** The Compliance Officer
- **Email:** complaints@damex.io
- **Postal Address:** DAMEX, FLOOR 3 & 4, 6 MARKET STREET / 6 TRIQ IS-SUQ, FLORIANA, FRN 1083, MALTA

Note: Complaints may be provided in English or any official languages of the European Union. Should you require this complaint form in another language or require any further assistance, please contact complaints@damex.io or your account manager.

1. COMPLAINANT DETAILS

Please provide your personal details so we can verify your identity and contact you regarding this matter.

Field	Details
Full Legal Name <i>(If an entity, please provide the legal entity name.)</i>	
ID / Passport Number <i>(For natural persons)</i>	
Registered Number <i>(If a company only)</i>	

Address <i>(If a Company, registered and trading address)</i>	
Email Address	
Phone Number	
Capacity <i>(If you are completing this form please confirm your capacity as signatory to the account)</i>	

2. ACCOUNT DETAILS

Please identify the Damex account related to this complaint.

Field	Details
Account Name / Username / Email	

3. COMPLAINT DETAILS

Please provide specific details regarding the issue.

Subject of Complaint:

(e.g., Delay in execution, Login issue, Account suspension, etc.)

Date and Time of Incident:

Virtual Financial Assets (VFAs) Involved:

(Please list specific tokens/coins, e.g., BTC, ETH, EUR)

Disputed Amount / Sum Involved (if applicable):

Bank Name (if applicable):

(If the complaint involves a fiat banking transaction)

4. DESCRIPTION OF EVENTS

*Please provide a clear and concise description of the facts. clearly state **what** happened and **why** you are dissatisfied. (Attach additional sheets if necessary).*

5. SUPPORTING DOCUMENTATION

Please list any documents, screenshots, transaction IDs (TXIDs), or correspondence attached to this form to support your complaint.

6. DECLARATION

By signing below, I confirm that the information provided in this form is true and accurate to the best of my knowledge. I authorize Damex Digital Limited to investigate this matter using the data provided.

Signature: _____

Date: _____

FOR INTERNAL USE ONLY

Internal Control	Details
Date Received	
Received By	
Complaint Reference No.	
Admissibility Check	☐ Admissible ☐ Inadmissible
Acknowledgment Sent	☐ Yes (Date: _____)