

APPENDIX NO. 1
COMPLAINT FORM

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| Madison Six j. s. a. | |
| Complaint form | |
| <u>1.A - Complainant</u> | |
| First and last name / business name: | |
| Client reference number, if available: | |
| Company ID number:¹ | |
| Address of residence / Registered office: <i>(street, house number / orientation number, postcode)</i> | |
| Country: | |
| Contact address:² | |
| Telephone number: | |
| Email: | |
| LEI: ³ | |
| Please indicate how you would like to be informed about the outcome of your complaint <i>(electronically by e-mail or in writing by post):</i> | |
| <u>1.B – Contact details (fill in only if different from the details in point 1.A)</u> | |
| First name and surname / business name: | |
| Residential address / Registered office: <i>(street, house number / orientation number, postcode)</i> | |
| Country | |
| Company ID number:⁴ | |
| Telephone number: | |
| E-mail: | |

¹ Fill in only if the complainant is a legal entity.

² Fill in only if this address is different from the address of residence/registered office.

³ Fill in only if the complainant has been assigned an LEI.

⁴ Fill in only if the complainant is a legal entity.

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| 2.A - Represented by:⁵ | |
| First name and surname / business name of representative: | |
| Birth number / ID number of representative: | |
| Address of residence / Registered office: (street, house number / orientation number, postcode) | |
| LEI: ⁶ | |
| Telephone number: | |
| E-mail: | |
| 2.B – Contact details of representative (fill in only if different from the details in section 2.A) | |
| First name and surname / business name: | |
| Address of residence / Registered office: (street, house number, postcode) | |
| Country | |
| Company ID number: ⁷ | |
| Telephone number: | |
| E-mail: | |
| 3. - Complaint | |
| 3.A - Full reference to the crypto-asset service to which the complaint relates (i.e. name of the crypto-asset service provider, reference number of the crypto-asset service or other references to the relevant transactions) | |
| Identification of the person against whom the complaint is directed: ⁸ | |

⁵ The complainant shall fill in this information only if they are not filing the complaint on their own behalf. In such a case, the complainant is also required to submit a document proving their representation and authorisation to act on behalf of the complainant (e.g. power of attorney).

⁶ Fill in only if the representative has been assigned an LEI.

⁷ Fill in only if the complainant is a legal entity.

⁸ Fill in only if the complaint is directed against a specific person.

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| 3.B - Description of the subject matter of the complaint⁹ | |
| 3.C - Date(s) related to the facts that led to the complaint: | |
| 3.D - Description and amount of damage caused:¹⁰ | |
| 3.E - Any other comments or relevant information: | |
| <p>In _____, on _____</p> <p>_____</p> <p>Signature of the complainant or their representative</p> | |

Documentation submitted (tick the appropriate box):

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| Power of attorney or other official document proving the appointment of a representative | |
| Copy of contractual documents relating to the investments to which the complaint relates | |
| Other documents supporting the complaint: | |

⁹ Please submit all evidence and documents that support the claims made in the grounds for the complaint and that are known to you.

¹⁰ Complete only if damage has been caused.