

LINK WHERE "APPROPRIATE FORM" POINTS

## RECOMMENDED FORM FOR HANDLING A CLAIM

### NATURAL PERSON

Name: \_\_\_\_\_

Last name: \_\_\_\_\_

Tax registration ID: \_\_\_\_\_

Date of birth: \_\_\_\_/\_\_\_\_/\_\_\_\_

Place of birth: \_\_\_\_\_

Client ID TREASURE: \_\_\_\_\_

Residential address: \_\_\_\_\_

Postal code: \_\_\_\_\_ City: \_\_\_\_\_ Prov.: \_\_\_\_\_

Country: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

PEC (if available): \_\_\_\_\_

### LEGAL ENTITY

Corporate name: \_\_\_\_\_

VAT number: \_\_\_\_\_

Tax registration ID: \_\_\_\_\_

Client ID TREASURE: \_\_\_\_\_

Registered office: \_\_\_\_\_

Postal code: \_\_\_\_\_ City: \_\_\_\_\_ Prov.: \_\_\_\_\_

Legal representative: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

PEC: \_\_\_\_\_

### REPRESENTATIVE (if the complaint is made by a third party)

Name: \_\_\_\_\_

Qualification: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

I enclose a proxy/power of attorney signed by the customer

## SECTION 2 - SUBJECT MATTER OF THE COMPLAINT

### DISPUTED SERVICE

Indicate the TESORA service that is the subject of the complaint (tick one or more boxes):

- Custody and administration of crypto-assets
- Crypto-asset exchange for fiat money (crypto/fiat)
- Crypto-asset exchange for other crypto-assets (crypto/crypto)
- Placement of crypto-assets
- Reception and transmission of orders
- Order execution
- Crypto-asset advice
- Crypto-asset transfer services
- Other (please specify): \_\_\_\_\_

### DISPUTE TYPE

Indicate the nature of the complaint (tick a box):

- Error in a transaction (purchase, sale, transfer)
- Delay in the execution of a task
- YOURADN platform/app malfunction
- Wrongly charged or undue fees
- Unclear or non-respected contract clauses
- Personal behavior TESORA (specify who): \_\_\_\_\_
- Failure or late response to support requests
- Issues with identity verification (KYC/AML)
- Unjustified Operation Blocking
- Loss or damage to crypto-assets in custody
- Other (please specify): \_\_\_\_\_

## SECTION 3 – DETAILED DESCRIPTION OF THE COMPLAINT

### STATEMENT OF FACTS

Describe in detail what happened, including:

- What happened



- Chargeback of € \_\_\_\_\_
- Transaction Adjustment
- Crypto-asset recovery
- Unlocking Operations
- Clarifications on contractual clauses
- Formal apology
- Other (please specify): \_\_\_\_\_

### **PROPOSED SOLUTIONS (optional)**

If you have any ideas on how to resolve the issue, you can indicate them here:

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## **SECTION 6 - ATTACHED DOCUMENTATION**

### **SUPPORTING DOCUMENTS**

List the documents you attach to the complaint:

- Copy of the TESORA custody/services contract
- TESORA account statement
- Screenshot error/malfunction
- Email/communications with TESORA
- Transaction/Order Receipt
- Other: \_\_\_\_\_
- Other: \_\_\_\_\_

**IMPORTANT: Attach all available documentation to support the claim (contracts, communications, screenshots, bank statements, etc.)**

## **SECTION 7 - PAST CONTACTS WITH TESORA**

### **PREVIOUS RESOLUTION ATTEMPTS**

Have you already contacted TESORA about this issue before filing your complaint?

- NO, this is the first formal contact
- YES, I have already contacted TESORA before

If YES, indicate:

Date: \_\_\_/\_\_\_/\_\_\_ | Mode: \_\_\_\_\_ | With whom: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_ | Mode: \_\_\_\_\_ | With whom: \_\_\_\_\_

## SECTION 8 - PREFERRED MODE OF RESPONSE

### HOW WOULD YOU LIKE TO RECEIVE OUR RESPONSE?

- Email at: \_\_\_\_\_
- PEC to the address: \_\_\_\_\_
- Regular mail to the address: residence/office indicated above
- Regular mail to the following alternative address: \_\_\_\_\_

### TELEPHONE CONTACT

Would you like to be contacted by phone for clarification?

- YES, to the number: \_\_\_\_\_  
Preferred times: \_\_\_\_\_
- NO, I prefer written communications

## SECTION 9 - CONSENTS AND REPRESENTATIONS

### COMPLAINANT'S STATEMENTS

I, the undersigned, declare that:

- The information provided in this form is true, complete and accurate
- He is aware that TESORA may contact him for clarifications or requests for supplementary documentation
- Authorizes TESORA to process the personal data provided for the management of the complaint, in accordance with the GDPR (EU Regulation 2016/679)

### PRIVACY POLICY

The personal data provided will be processed by TESORA S.p.A. exclusively for the management of this complaint, in accordance with Regulation (EU) 2016/679 (GDPR). The data will be kept for 10 years from the closure of the complaint, as required by applicable legislation. You have the right to access your data, rectify it, delete it, limit its processing, object to the processing and portability of your data. To exercise these rights, you can contact: [compliance.cripto@youradn.com](mailto:compliance.cripto@youradn.com).

For more information: <https://www.youradn.com/privacy-policy>

## SECTION 10 - SIGNATURE AND DATE

### SUBSCRIPTION

This complaint is made by:

- The customer directly
- A legal representative/delegate on behalf of the client (attach power of attorney)

Location: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

**Signature of the complainant:**

\_\_\_\_\_

*NOTE: If sent by email or certified email, a handwritten signature is not required. The submission of the complaint via the customer's personal email account or PEC constitutes an equivalent digital signature.*

#### Send the completed form to:

- Email: [reclami.cripto@youradn.com](mailto:reclami.cripto@youradn.com)
- PEC: [tesora.spa@legalmail.it](mailto:tesora.spa@legalmail.it)

**You will receive confirmation of receipt within 2 working days with the protocol number assigned.**