Send the completed form to Lender by email at info@lender.be, or use the web form at lender.be/en/complaints.

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 _____ on _____

(place) *(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: