

## Complaint Form

DATE OF COMPLAINT

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### PERSONAL INFORMATION

Full Name :

Full Address (including postal code):

User Name:

Personal ID or Date of Birth:

Email:

Phone:

IF YOUR COMPLAINT IS RELATED TO A PAYMENT TRANSACTION, PLEASE PROVIDE THE DETAILS BELOW:

Date and time of the affected transactions:

Amount and currency of the affected transactions:

Brief Description of the Complaint:

(Please include as many details as possible, such as references to the relevant transactions or crypto services, dates of the facts that led to the complaint, description of damages, losses or detriment caused, your claim, etc.)

Please attach the relevant evidence and supporting documentation for your complaint (i.e. documentation supporting damage, loss or detriment caused) such as screenshots, reports, error messages and error codes, etc.

Please note that If you wish to submit files, kindly send them via email to [support@purewallet.app](mailto:support@purewallet.app).