

# Cregis Custody FZE – Client Complaints Form

Cregis Custody FZE is committed to handling complaints fairly, transparently, and in a timely manner. Please complete this form to submit a complaint regarding our services.

## Section 1: Complainant Details

Full Name / Entity Name:	
Client Type (Individual / Corporate / Representative):	
Client / Account Reference (if applicable):	
Email Address:	
Contact Number:	
Preferred Method of Contact (Email / Phone):	

## Section 2: Complaint Details

Nature of Complaint (Service quality / Account administration / Transaction processing / Fees or charges / Security issue / Compliance concern / Other):

Date(s) of Incident:

Description of Complaint:

## Section 3: Impact and Resolution

Have you suffered a financial loss? (Yes / No)

If yes, please describe:

## Section 4: Supporting Documentation

Please attach any relevant supporting documents (**emails, statements, transaction references, screenshots**).

## Section 5: Declaration

I confirm that the information provided in this form is accurate and complete to the best of my knowledge.

Name:		Date:	
Signature:			

Complaints are handled in accordance with applicable regulatory requirements, including those issued by the Virtual Assets Regulatory Authority (VARA). Records are retained in line with regulatory obligations.