



OKX TR Kripto Varlık Alım Satım Platformu Anonim Şirketi (Mersis No:0638068598100001) You can fill out the Complaint Form as soon as possible to file an official complaint.

(This form must be filled out by the customer to be sent to the crypto asset service provider.)

Before filing an official complaint, we strongly recommend that you contact the OKX TR Customer Support Team and submit a support request via destek@turkiye.okx.com.

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1. Personal Data of the Complainant

<i>Last Name/Legal Entity Name</i>	
<i>First Name</i>	
<i>Legal Entity Registration or Identity Number</i>	
<i>Legal Entity Identifier (LEI), if applicable</i>	
<i>User Identifier (UID), if applicable</i>	
<i>Residency Address (Street, Number, Floor) For Legal Entities to include the Registered Office</i>	
<i>Postcode</i>	
<i>City</i>	
<i>Country</i>	
<i>Telephone/Mobile</i>	
<i>E-mail</i>	

2. Other Contact Details

This section shall **ONLY** be completed if the contact information is different to that listed in section 1, above.

<i>Last Name/Legal Entity Name</i>	
<i>First Name</i>	
<i>Residency Address (Street, Number, Floor) For Legal Entities to include the Registered Office</i>	
<i>Postcode</i>	
<i>City</i>	
<i>Country</i>	
<i>Telephone/Mobile</i>	
<i>E-mail</i>	

3. Personal Data of the Legal Representative (if applicable)

This section shall **ONLY** be completed if the Complainant has engaged a Legal Representative.

<i>Last Name</i>	
<i>First Name/Legal Entity Name</i>	
<i>Registration Number and LEI, if applicable</i>	
<i>Office Address (Street, Number, Floor) For Legal Entities to include the Registered Office</i>	
<i>Postcode</i>	
<i>City</i>	
<i>Country</i>	
<i>Telephone/Mobile</i>	
<i>E-mail</i>	

4. Other Contact Details

This section shall **ONLY** be completed if the contact information is different to that listed in section 3, above.

<i>Last Name</i>	
<i>First Name/Legal Entity Name</i>	
<i>Registration Number and LEI, if applicable</i>	
<i>Office Address (Street, Number, Floor) For Legal Entities to include the Registered Office</i>	
<i>Postcode</i>	
<i>City</i>	
<i>Country</i>	
<i>Telephone/Mobile</i>	
<i>E-mail</i>	

5. Information about the Complaint

Provide a full reference to the crypto-asset service or agreement to which the complaint relates, including any	
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reference numbers, transactions details.	
Description of the Complaint's Subject-Matter <i>(please include supporting documentation for the facts mentioned)</i>	
Date/s of the facts that have led to the Complaint (DD-MM-YYYY)	
Description of Damage, Loss, or Detriment caused, where relevant	
Other comments or relevant information, where relevant	

6. Signature

Complainant	Legal Representative, if applicable
Date:	Date:
Place:	Place:

7. Documentation

Please tick the appropriate box/es

<i>Power of Attorney or Other Relevant Document</i>	
<i>Copy of the Contractual Documents related to the Complaint submitted (Required in terms of para. 5)</i>	
<i>Other Supporting Documentation in relation to the Complaint:</i>	