



COMPLAINT FORM

We are sorry that you have had an unsatisfactory experience. In order to help resolve the issue as soon as possible, please fill out the complaint form below and return it signed along with supporting documentation by :

- e-mail to: hello@beebonds.com or
- mail to : BeeBonds, Avenue des Volontaires 19, 1160 Auderghem

Procedure of treatment of the complaints

You will receive an acknowledgement of your claim within 10 working days of its receipt by BeeBonds. It will indicate if your request is admissible and if not, how to make it so.

Any admissible request will be answered at the latest 15 days from the sent date of the acknowledgement mentioned above.

BeeBonds' decision will address all the points raised in the complaint form and will detail the reasons for the decision as well as your appeal options.

In the event that BeeBonds is unable to respond within the specified time frame, you will be informed of the reasons for the delay as well as the new time frame in which the decision will be made.

Contact details of the department where you can address any request related to your complaint: hello@beebonds.com or +32 2 896 92 98.

1.a Complainant's personal information :

NAME OF LEGAL ENTITY

FIRST NAME

REGISTRATION NUMBER AND LEI (IF AVAILABLE)

ADDRESS

STREET, NUMBER, FLOOR (for company headquarters)

POST CODE

CITY

COUNTRY

TELEPHONE

EMAIL

1.b Coordonnées (si différentes de celles du point 1.a) :

NAME OF THE LEGAL ENTITY

FIRST NAME

ADDRESS

STREET, NUMBER, FLOOR (for company headquarters)

POST CODE

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/NAME OF THE ENTITY FOR THE FIRST NAME

REGISTRATION NUMBER AND LEI (IF AVAILABLE)

ADDRESS

STREET, NUMBER, FLOOR (for company headquarters)

POST CODE

CITY

COUNTRY

TELEPHONE

EMAIL

2.b Contact information (if different from 2.a) :

NAME OF THE LEGAL ENTITY

FIRST NAME

ADDRESS

STREET, NUMBER, FLOOR (for company headquarters)

POST CODE

CITY

COUNTRY

TELEPHONE

EMAIL

3. Information about the complaint

3.a Full reference of the investment and/or deal to which the complaint relates (i.e. investment reference number, name of the owner of the project/company and/or crowdfunding project, other references of relevant transactions...).

3.b Description of the nature of the complaint (please clearly specify the subject matter of the complaint). Please provide documentation to support the facts mentioned.

3.c Date(s) of the events that gave rise to the complaint

3.d Description of the damage, loss or harm caused (if any)

3.e Other comments or relevant information (if any)

Location

Date

SIGNATURE

COMPLAINANT / LEGAL REPRESENTATIVE

Documentation provided (please check the appropriate box):

- Power of Attorney or other relevant document
- Copy of contract documents for the investments complained of
- Other documents in support of the complaint

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- *e-mail to: hello@beebonds.com or*
- *mail to : BeeBonds, Avenue des Volontaires 19, 1160 Auderghem*