

Complaints and Claims before *Servicio de Atención al Cliente*

a) Contact details

1. Complainant

- Name and surname
- ID number (natural person) or Tax number (legal person)
- Card/Merchant number
- Address
- Registration details (legal person)

2. Representative (if applicable)

- Name and surname
- ID number
- Address

b) Grounds for the complaint or claim

c) Departments in which the facts causing the complaint or claim took place.

d) Is the subject matter of the complaint or claim being heard in **administrative, arbitration or legal proceedings?**

YES NO

e) Place, date and signature

f) Documentation attached to this file