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| 1. **Contact details** 2. Complainant  * Name and surname * ID number (natural person) or Tax number (legal person) * Card/Merchant number * Address * Registration details (legal person)  1. Representative (if applicable)  * Name and surname * ID number * Address | |
| 1. **Grounds** for the complaint or claim | |
| 1. **Departments** in which the facts causing the complaint or claim took place. | |
| 1. Is the subject matter of the complaint or claim being heard in **administrative, arbitration or legal proceedings**? | YES NO |
| 1. **Place, date and signature** | |
| 1. **Documentation** attached to this file | |

**Complaints and Claims before *Servicio de Atención al Cliente***