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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***