

**Date** \_\_\_\_\_

**Place** \_\_\_\_\_

### Entity Info

**Entity** \_\_\_\_\_

**Address** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Phone** \_\_\_\_\_

**eMail** \_\_\_\_\_

### Individual Information

**Name** \_\_\_\_\_

**Position** \_\_\_\_\_

**Phone** \_\_\_\_\_

**eMail** \_\_\_\_\_

## Complaint or suggestion category

- Certificate issue**
- Certificate use**
- Certificate revocation**
- Others**

## Complaint or suggestion description

**Action date** \_\_\_\_\_

**Action place** \_\_\_\_\_

**Stakeholders** \_\_\_\_\_

### Detailed explanation of the complaint or suggestion

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**Description of the esFIRMA client about the suggestion or complaint** (\*\*fill only if the complaint or suggestion is not performed against a "direct" action of esFIRMA)

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**Solution proposal**

**Description of a possible solution to the complaint or suggestion described**

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## Shipping

This sheet should be sent to:

ESPUBLICO SERVICIOS PARA LA ADMINISTRACION SA (esFIRMA)

CALLE BARI 39 (EDIF. BINARY BUILDING)

50197 - ZARAGOZA

(+34) 976300110

Or by e-mail to: [info@esfirma.com](mailto:info@esfirma.com)