

## Cryptocurrency ATM Operator Complaint Form

<b>Personal Information</b>		<b>Operator Information</b>
<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms.	Age:	
First Name:		Cryptocurrency ATM Operator:
Last Name:		
Address:		Address:
City:		City:
State:		State:
Zip Code:		Zip Code:
Email Address:		Building Name (if applicable):
Primary Phone Number:		Floor/Room (if applicable):
		Any additional details (if applicable):
<b>Transaction Information</b> <i>(if a transaction was completed)</i>		
Number of Transactions:		Transaction Date(s):
Transaction Dollar Amount(s):		Method(s) of Payment:
Have you contacted the cryptocurrency ATM operator? <input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>Complaint</b>		
Choose the action you believe the cryptocurrency ATM operator is doing that does not comply with law		
<input type="checkbox"/> Not honoring refund <input type="checkbox"/> Not providing receipt <input type="checkbox"/> Not implementing a \$1,000 daily transaction limit <input type="checkbox"/> Not providing written disclosures prior to any transaction, including: <ul style="list-style-type: none"> <li><input type="checkbox"/> The dollar value of the transaction</li> <li><input type="checkbox"/> Any fees charged by the operator</li> <li><input type="checkbox"/> Notice that transactions are final (if operator lacks a refund/reversal policy)</li> <li><input type="checkbox"/> Required warnings about fraud</li> </ul> <input type="checkbox"/> Charging fees greater than \$5 or 15% of the value of the cryptocurrency being bought <input type="checkbox"/> Other		
Describe what you believe the cryptocurrency ATM operator is doing that does not comply with law:		

Link to Cryptocurrency ATM Bill:

<https://www.legis.iowa.gov/legislation/BillBook?ga=91&ba=SF%20449>

Mail to:

Consumer Protection Division  
1305 East Walnut  
Des Moines, Iowa 50319  
Email: [cryptoscam@ag.iowa.gov](mailto:cryptoscam@ag.iowa.gov)  
[www.iowaAttorneyGeneral.gov](http://www.iowaAttorneyGeneral.gov)

Brenna Bird  
Attorney General of Iowa  
Phone: 515-281-5926  
Fax: 515-281-6771  
888-777-4590 (toll free, outside of Des Moines)