

CORPORATE CONTACT DETAILS

BTC Direct

Client correspondence · Netherlands

BTC Direct Europe B.V. is the counterparty named in the reviewed purchase and sale terms, including for services offered through partners.

Postal addresses

NETHERLANDS · BUSINESS AND COMPLAINTS ADDRESS

BTC Direct Europe B.V.

Kerkenbos 1025
6546 BB Nijmegen
The Netherlands

KVK 59383607

Sources [\[01\]](#) [\[02\]](#) [\[03\]](#)

For a complaint, add "Attn. Complaints Officer" above the street address and enclose the form specified in the procedure.

Contact channels

Customer support	support@btcdirect.eu [01] [03]
Formal complaint	complaint@btcdirect.eu [03]
Form and procedure	Official complaints procedure [03]

Correspondence notes

Preparing a complaint. For email submissions, the requested subject is "Formal complaint". The same complaints team receives postal correspondence at Kerkenbos 1025. [\[03\]](#)

Official sources

Accessed on 7 September 2026. References link to the original documents.

01 BTC Direct · terms

btcdirect.eu · Introduction: company, KVK number and address; §8: support.

02 DNB · BTC Direct Europe

dnb.nl · Record updated 7 September 2026: identity and business address.

03 BTC Direct · complaints

btcdirect.eu · Postal address block, "Complaints Officer" addressee, emails and form.