

COMPLAINTS FORM

This is the form the Complainant needs to fill in if he/she wishes to submit a complaint to the Company.

Complete, up-to-date as well as accurate information is required to be provided to the Company for the proper investigation and evaluation of the complaint.

Please note that the below Complaint Form is only indicative and not exhaustive. The Company may request further information and/or clarifications and/or evidence as regards the complaint.

Date (dd.mm.yyyy)	
Full Name	
Legal Entity name (in Case the Client is a legal person)	
Account Number	
Full Address	
Telephone Number	
Email Address	
Date when the Complaint was created	
Employee who offered the services to the Client	
Date/Time of the disputed situation (in EET, MetaTrader server time)	
Number(s) of all contested positions and/or pending orders	
Detailed description of the disputed situation	
Clause(s) is the current Order Execution Policy which, in the Complainant's opinion, have been breached	
How you feel the dispute could be settled	
Please accompany this form with a screenshot of your Trading Platform if you feel it would further support your claim request.	

I hereby certify and confirm that to the best of my knowledge, the information furnished above is true, accurate, correct and complete.

FOR OFFICIAL USE ONLY

Received on	
Received by	
Assigned to	
To reply by	