



**APPENDIX I.**

**CUSTOMER COMPLAINT FORM**

**A. Client Information:**

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

**Account Number:** \_\_\_\_\_

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

**Telephone Number:** \_\_\_\_\_

**B. Brief Summary of the Complaint:**

**Name of Employee:** \_\_\_\_\_

**Department:** \_\_\_\_\_

Please describe the product or service you are complaining about (description, evidence, amount and suggested way to be solved):

*Please enclose any other relevant documentation that may help us to handle the complaint.*

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\_\_\_\_\_

\_\_\_\_\_

Date and Place

Client Signature

**Risk Warning:** Please note that trading in forex and other leveraged products may involve a significant level of risk and is not suitable for all investors. Before undertaking any such transactions you should ensure that you fully understand the risks involved and seek independent advice if necessary.



**For internal use only:**

Complaint received by: .....

Date of reception: .....

Reference number: .....

Department involved: .....

Initial response to client: Yes No

Date: .....

Initial Action Taken:

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.....

Informed Client of Initial Action Taken: Yes No

Date: .....

Further Action Taken: Yes No

Date: .....

Further Action Taken:

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File handed on to General Manager: Yes No

Date: .....

Settlement of Complaint: Yes No

Date: .....

Summary of how the complaint was settled:

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.....  
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Signature of responsible Officer:

Date: