

COMMUNICATION METHOD		Letter	Tel	E-mail	FAX
<b>Client Details</b>					
Name:					
Surname:					
Account number:					
Address:					
Post Code:		City:		Country:	
Telephone Number:					
E-mail:					
<b>Complaint's Details</b>					
Does your complaint involve a particular investment/transaction?				YES	NO
Does your complaint involve a particular employee of the Firm?				YES	NO
Did you suffer any financial loss related to this complaint?				YES	NO
<b>Brief Summary of the complaint:</b>					
<i>Please enclose relevant documentation to support the incident in order to enable us to handle and resolve this issue.</i>					

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

Client Name.....

Client Signature.....

Date.....

If you believe that your Complaint has not been handled in a fair and equitable manner by the Company you have the right to refer the matter to the Financial Ombudsman of the Republic of Cyprus, ADR Mechanism, or the relevant Courts.

The Financial Ombudsman is an independent service for settling disputes between the financial firms and their clients. For more information, please go to: <http://www.financialombudsman.gov.cy>.

If wish to escalate your complaint you are advised to submit your complaint to the Financial Ombudsman at: [complaints@financialombudsman.gov.cy](mailto:complaints@financialombudsman.gov.cy) with all relevant information/documentation and evidence of your complaint.

You may also maintain your complaint with the Cyprus Securities and Exchange Commission.

*However please note that the Cyprus Securities and Exchange Commission does not have restitution powers and therefore does not investigate individual complaints.*

Contact Details of the CySEC:

<http://www.cysec.gov.cy>

[info@cysec.gov.cy](mailto:info@cysec.gov.cy)