

# CLIENT COMPLAINT FORM

Please use this **Form** to file a **Complaint** with **Liteforex (Europe) Limited**.

We require a written **Complaint** from the owner of the account(s) in question, indicating the subject of the complaint, the issues involved and specific information regarding times, dates and events. While an individual may file a **Complaint** on behalf of someone else, we require written authorization from the owner of the account(s) in order to proceed with our review of the **Complaint**. Receipt of your **Complaint** will be acknowledged and if further information is required, we will contact you.

## 1. CLIENT INFORMATION

Mr./Mrs./Ms./Miss/Dr. \_\_\_\_\_

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

City: \_\_\_\_\_ Country: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Telephone: (+ ) \_\_\_\_\_ Fax Number: (+ ) \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Preferred Time and Telephone Number to be contacted: \_\_\_\_\_

## 2. ACCOUNT INFORMATION

Account Type: \_\_\_\_\_ Account Number: \_\_\_\_\_

**Does your complaint involve a particular order?**

If **YES**, please provide the following information below:

Order Number: \_\_\_\_\_ Trade Date/Time: \_\_\_\_\_

## 3. COMPLAINT SUMMARY

Please provide a complete chronological summary of your **Complaint**. Attach additional pages as required. Further details may be requested from you later in the **Complaint** Process.

\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### FOR INTERNAL USE:

Present Form has been received by: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Unique Reference Number\*: UW** \_ \_ \_ \_ \_

*\*The Unique Reference Number must be consisted of ten digits: first two are a TRS Code of the Company, i.e. "UW". The following four digits define the year. The last four digits denote the serial number of each complaint.*

*Claims that do not contain data such as the Client's name or address shall be classified as anonymous and left without any further consideration.*