

Client Complaint Reporting Form

CONFIDENTIAL

Unique Reference Number (URN):

Leave blank – for Internal Use

Instructions to Client

- A. You are kindly requested to dully complete the information requested below, providing all relevant and applicable information and/or in the case of the use of the hard-copy form duly execute the form as applicable.
- B. The Form must be sent to the Company either via email at Back Office/Customer Support Departments support@colmexpro.com or via the Company’s official website at <https://www.colmexpro.com/> or by fax to +357 25 030 037.
- C. Should the Client wishes to forward the Form via post to the Company’s registered address, he/she may do so, provided that the letter is officially register via post and specifying at all times ‘*Private & Confidential, FAO COLMEX PRO Ltd BO Department*’. Such letters may be forwarded to the Company’s registered address at 117 Makariou III Avenue & Sissifou (ex Lefkosias-Limnazousas) Street, Quarter of Apostoloi Petrou & Pavlou, 3021 Limassol, Cyprus.
1. Complaint Date: / / (DD/MM/YYYY)
 2. Client Full Name & Patronymic (if and where applicable):
 3. Authorised Representative/Nominee Full Name & Patronymic (if and where applicable):
 4. ID/Internal or International Passport Number:
 5. Country of Residence of the Complainant:
 6. E-mail Address:
 7. Phone Number:
 8. Does your complaint involve a financial loss? **Yes** **No**
 9. If your answer in point 8 above is “Yes” kindly provide the estimated amount of loss below
 10. Specify the Department and/or Employee involved (if applicable/possible):

Kindly provide details in relation to your Complaint:

Complaint Cause – *Please choose one or more of the following:*

- Reception & Transmission of Order(s) (RTO) (e.g., delay, wrong price etc.);
- Execution of Order(s) (e.g., delay in execution, re-quotes, slippage, erroneous trades etc.);
- Quality or lack of information provided to the client;
- Terms of contract/fees/charges (including withdrawal problems, cancelation of profits etc.);
- General administration/customer services (including custody/safekeeping services where applicable);
- Unauthorised business being offered or carried out;
- Other (**please specify in comments section below**). *The ‘other’ option should only be used after ensuring that the Complaint Cause does not fall under any of the above categories. If this option is used, then a short and detailed description is expected in the ‘Complaint Cause Comments’ below*

Complaint Cause Comments – *Should only be used if ‘other’ category was selected as a complaint cause*

Financial Instruments – *Please choose one of the following categories:*

- Financial contracts for differences (CFDs);
- Financial contracts for differences (CFDs) – FX;
- Financial contracts for differences (CFDs) – Cash Indices;
- Financial contracts for differences (CFDs) – Commodities;
- Shares/stock/equities;
- Bonds/debentures/loan stock/debt securities;

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- Structured securities (including securities with capital protection and structured funds);
- Options, futures, swaps, warrants, forward rate agreements and any other derivatives;
- Other investment products/funds (**please specify in comments section below**). The 'other' option should only be used after ensuring that the Financial Instrument does not fall under any of the above categories. If this option is used then a short and detailed description is expected in the 'Financial Instruments Comments'.

Financial Instruments / Comments - *Should only be used if 'other' category was selected in previous column*

Disputed Amount - *Amount should be provided in Euros (no decimals)*

Yes No (If Yes, please specify)

Full Name/Capacity: _____

Full Date: _____

Signature: _____

Important Notes:

- Upon receipt of this form, a written Acknowledgment e-mail will be sent to you within the next **five (5) working/business days**.
- This Acknowledgement e-mail will further notify you also of your **Unique Reference Number (URN)** which must be used in all future contact with the Company, the Financial Ombudsman and/or the CySEC regarding the specific complaint.
- The Company will investigate your complaint and will aim towards a final resolution of any issue/complaint/grievance and reply **within a maximum of two months (2 months)** period from the initial complain receipt in relation to the possible reasons that caused the issue at hand and the outcome/decision.
- During this period of time of the investigation of the complaint, the Company will inform/update you of the handling process in regular intervals.
- In the event that the Company is unable to respond within two months, you will be notified of the reasons for the delay and further indication will be provided on the period of time within which it is possible to complete the investigation. This period of time cannot exceed the three months **(3 months)** from the submission of your initial complaint.
- Should you feel dissatisfied with our assessment and your complaint relates to possible compensation claim, we would like to inform you that you have the right and encourage you to refer the Complaint to 'The Financial Ombudsman of the Republic of Cyprus' which is the competent body to examine compensation claims via an extrajudicial procedure. Further information can be found within our Complaints Policy published within our official website at <https://www.colmexpro.com/>.

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