



# CUSTOMER COMPLAINT FORM

POSITIVA MARKETS (CY) LTD

CYSEC License Number 285/15

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Positiva Markets (CY) LTD puts our clients first and therefore we take any complaint very seriously. If you feel you have been mistreated, misled or otherwise in any way shape or form, you can express your complaint by completing this form and submitting to us at [complaints@positivafx.eu](mailto:complaints@positivafx.eu) or [compliance@positivafx.eu](mailto:compliance@positivafx.eu).

## Handling your Complaint:

Rest assured that your complaint will be handled with the highest professionalism by our Complaints Officer and in line with the provisions of the Complaints Handling Procedure.

Upon the receipt of this form, an acknowledgement shall be sent to you. Your complaint will be handled in line with the provisions of the Complaints Handling Procedure.

### Client Details

Full Name: \_\_\_\_\_

Registered Email: \_\_\_\_\_

Trading Account Number: \_\_\_\_\_

Nature of Complaint: (please state full details: like date and time the incident occurred, Incident Description, Tickets of all disputable positions and/or Pending Orders department, financial loss, employee who offered services:

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(In case additional space is required for the description of the complaint, please use additional document as appendix to this form)

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

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