



COMPLAINTS FORM

AFK Capital (PTY) LTD

AFK CAPITAL (PTY) LTD - COMPLAINTS FORM

Way of Communication: FAX

Email

Tel

Letter

Client details

Name:

Surname:

Account Number:

Legal Entity Name (if applicable):

Address:

Post Code:

City:

Country:

Telephone Numbers:

Home:

Work:

Mobile:

Fax:

Email:

Brief Summary of the complaint

Please elaborate in detail on the points below:

- 1) the affected transaction(s) numbers;
- 2) the date and time of the disputed issue/trade;
- 3) a brief description of the issue.

Please enclose any other relevant documentation that may enable us to handle and resolve the complaint.

I hereby certify and confirm that to the best of my knowledge, the information furnished above is true, accurate, correct, and complete

Signature:

Date:

For internal use only

Complaint received by:

Date of reception: / /

Reference number:

Department involved:

Employee 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 Compliance Officer: Yes, No

Date: / /

Settlement of complaint: Yes, No

Date: / /

Summary of how the complaint was settled:

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Signature of Responsible Officer:

Date: / /