

TRADE CAPITAL UK (TCUK) LTD - COMPLAINT FORM

Way of Communication:	Email	<input type="checkbox"/>	Tel	<input type="checkbox"/>	Letter	<input type="checkbox"/>
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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 answer in details the questions 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:
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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:

.....
.....

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: / /
