



## Client Complaints Form

This is the form you need to fill in if you wish to submit your complaint to 4XHUB EU Ltd. Complete, up to date as well as accurate information is required to be provided to the Company for the proper investigation and evaluation of your complaint.

Please note that the below Complaint Form is only indicative and not exhaustive. The Company may request further information and/or clarifications and/or evidence as regards your complaint.

<b>1. CLIENT DETAILS:</b>	
1.1	<b>Full Name:</b>
1.2	<b>Registered Email:</b>
1.3	<b>Trading Account Number:</b>
1.4	<b>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:</b>  In case additional space is required for the description of the complaint, please use additional document as appendix to this form
1.5	<b>Please provide below the name(s) of the contact person(s) of 4XHUB EU Ltd at the time of your complaint:</b>
1.5.1	<b>Contact Person:</b>
1.5.2	<b>Contact Person's Email:</b>
1.5.3	<b>Additional Contact's Name:</b>
1.5.4	<b>Additional Contact's Email:</b>

<b>2. NATURE OF COMPLAINT:</b>	
2.1	<b>Please provide a Summary of your complaint in the space provided below. Please try to justify the disputed amount and/or to include details that will facilitate the Company in investigating your complaint:</b>
2.2	<b>When did the issue you are complaining about take place? *</b> <b>Please enter the date:</b>
2.3	<b>When did you first notice that there might be a problem? *</b> <b>Please enter the date:</b>
2.4	<b>Have you communicated your complaint to 4XHUB EU Ltd and/or its associates? *</b>



2.5	<b>If your answer to the above question is YES, then please state the date you first informed.</b> <b>4XHUB EU Ltd and or its associates of your complaint and the name of the person you discussed your complaint with:</b>  <b>Please Enter the Date:</b>
2.6	<b>4XHUB EU Ltd Representative's Name</b>  Please, enter the 4XHUB EU Ltd representative's name:
2.7	<b>4XHUB EU Ltd Representative's Email</b>  Please, enter the 4XHUB EU Ltd representative's email:
2.8	<b>Method of Communication:</b>
2.9	<b>Have you reported your complaint to any authority? *</b>
2.10	<b>If you answered Yes to the above, which financial authority have you contacted?</b>
2.11	<b>Please attach with this form any supporting evidence to your claim that will facilitate the Company's investigation of your complaint. Supporting evidence may consist of any documentation (screenshots, chats, phone records etc) relevant to the complaint.</b>

Signature: .....

Date: .....

For Official Use Only	
Received on:	Assigned to:
Received by:	Signature