

## CLIENT COMPLAINTS FORM

**PLEASE COMPLETE AND RETURN TO US**

By fax +357 22 681 505,  
or email [complaints@alfacapital.com.cy](mailto:complaints@alfacapital.com.cy), or call us at +357 22681988,  
or by letter to our office

Dear Client,

In an effort to improve our customer service, we provide you with this form that you can use in order to provide to us your complaint. Our customer service representatives will review your comments and will be in touch with you within 5 days in order to discuss your questions.

### CLIENT INFORMATION

<b>First Name:</b> (for individual clients)				
<b>Last Name:</b> (for individual clients)				
<b>Legal Entity Name</b> (for legal entity clients)				
<b>Date of filing the form</b>				
<b>Mailing Address</b>		<b>Contact details</b>	Tel 1	
			Tel 2	
			Fax	
			E-mail	
<b>Preferred communication method</b>		<input type="checkbox"/> Fax <input type="checkbox"/> E-mail <input type="checkbox"/> Telephone		

### DESCRIPTION OF THE COMPLAINT

<b>SIGNATURE</b>  (if submitted via the email address used on the account opening form, no need to sign)  If submitted via FAX the form needs to be signed by the authorized person	<b>Signature:</b>
	<b>Name of signatory:</b>
	<b>Date:</b>

**For internal use** (do not write in this area)

Complaint number: .....

Date received: .....

### END OF FORM

**Disclaimer:** The Complaints Handling Procedure established by Alfa Capital Holdings (Cyprus) Limited is based on the provisions of Markets in Financial Instruments Directive 2014/65/EU (MiFID II) , the Law regarding the provision of investment services, the exercise of investment activities and the operation of regulated markets of 2017 (Law 87(I)/2017) and related circulars issued by the Cyprus Securities and Exchange Commission (CySEC) relating to the authorization and operations conditions of Cyprus Investment Firms (CIFs). Alfa Capital Holdings (Cyprus) Limited will handle each complaint submitted in the best interest of the client and ensure that each complain will be recorded and filed in accordance to the relevant complaints handling procedures established by CySEC procedures. Based on this Complaints Handling Procedure, personal information of Complainants may be provided to the CySEC via the designated form designed by CySEC. Alfa Capital Holdings (Cyprus) Limited will not request your consent to submit your personal information.