



### Complaints Form

Reference Number (for Internal Use):	RP201800
Complaint Date:	
Complainant Full Name:	
Identification:	
Complainant Email:	
Complainant Country:	
Complaint Cause (Please tick “✓” in the correct box):	Choose one of the following: <input type="checkbox"/> Execution of Orders (e.g. delay in execution, re-quotes, slippage, erroneous trades etc.) <input type="checkbox"/> Portfolio Management <input type="checkbox"/> Quality or lack of information provided to the Client <input type="checkbox"/> Terms of contract / Fees / Charges <input type="checkbox"/> General Admin / Customer Services (including custody / safekeeping services) <input type="checkbox"/> Unauthorised business being offered or carried out <input type="checkbox"/> Issue in relation to investor’s withdrawal of investors’ funds
Complaint Cause Comments:	
Financial Instrument:	
Financial Instrument Comments:	
Dispute Amount:	
Settlement Date:	
Record Type (Please tick “✓” in the correct box):	<input type="checkbox"/> NEW <input type="checkbox"/> UPDATED
Signature:	

**Note:** Please provide as much detail as possible, including where available – dates, times, names of staff, number dialed, messages received or any information you consider relevant. If you refer to any documents or evidence that is not available to Prior Capital, please also provide copies of such information.

\*Please note if the account is in joint names the complaint must be signed by both clients.