

Complaint Form

As a HCMC regulated investment firm we take all complaints very seriously. In line with the regulation we have established a complaint handling procedure of which this form is a mandatory ingredient. Upon receipt of the complaint form duly completed, a thorough investigation of your claim(s) will be conducted with full priority a preliminary answer will be provided to you 21 days from the day of collection of all necessary information from you. If you have any questions or concerns please feel free to contact our Customer Support Department at Complaints@fxglobal24.com

Details of the complainant:

Full Name:	Address:
Account no:	Telephone (include country code):
E-mail:	ID/Passport:

Details of the complaint:

Nature of the complaint:

- Advice
 Transaction
 Poor Service
 Other (Please specify) _____

Date event took place _____	Date you noticed the problem: _____
Did you communicate with Customer Support about the problem?(If so, please include the date, name of the person and outcome)	
Have you communicated the issue with any third party? (If yes, include date, name of person and outcome)	
Summary of complaint (please include all supportive documentation to your complaint, if available):	

For Internal Purposes:

Form received by: _____ Date: _____

Signature: _____

Nuntius Brokerage & Investment Services
 Dragatsaniou 6 Athens
 10559, Greece

Phone: +30 2112340014 Email:
support@fxglobal24.com