



## CUSTOMER COMPLAIN FORM

Please fill in your details in the form below and send it for the attention of the Compliance Officer:

By email: [compliance@tfimarkets.com](mailto:compliance@tfimarkets.com) or by fax: +357 22 817 496

CLIENT NAME

EMAIL

Include Country Code

TEL. NO.

DATE

**Nature of Complaint:** (please state full details below)

### FOR INTERNAL USE ONLY

COMPLAINT RECEIVED BY

INITIAL RESPONSE to CLIENTS (24H)

INFORMED CLIENT of INITIAL ACTION TAKEN



YES



NO

FINAL RESPONSE

FINAL RESPONSE SENT to CLIENT



YES



NO

FILE HANDED to C.O.



YES



NO

SIGNATURE of C.O.

**TFI Markets Ltd**, 27 Pindarou, Alpha Business Center - Block A, 3<sup>rd</sup> Floor, 1060 Nicosia, Cyprus • P.O. Box 16022, 2085 Nicosia, Cyprus  
**Tel:** (+357) 22 749 800 • **Fax:** (+357) 22 817 496 • **Email:** [info@tfimarkets.com](mailto:info@tfimarkets.com) • **Website:** [www.tfimarkets.com](http://www.tfimarkets.com)

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