



Annex A Client Complaint form

Date:

Full name:

ID/Passport No:

Account No:

Contact details including email:

Complaint cause

Other (please specify in comments section below)

Please specify (only if you have chosen "other"):

Financial Instruments:

Other investment products/funds (please specify in comments section below)

Please specify (only if you have chosen "other"):

The date of the last correspondence with the Company's employee and the name of that employee:

A detailed summary of the events leading up to a complaint:

Expected resolutions/outcomes to rectify the situation:

Signature:

If you wish to lodge a complaint against Zerich Securities Limited, please, fill in this form, print, sign and send out it from your authorised email to complainants@zerich.eu.