

FXNET puts clients first and therefore takes all complaints seriously. If you feel you have been misled or mistreated in any way, please complete this form and send it to complaints@fxnet.com or fax it to +35725108988. Upon the receipt of this form, an acknowledgement shall be sent to you. All complaints will be handled in accordance with the Company's Complaints Resolving Manual, published on the Company's website.

Client Details
Full Name
Registered Email
Trading Account Number
Passport/I.D no
Complaint (Please describe your complaint and provide us with all relevant details (date, time, employe name, department, financial loss etc); if necessary continue the description of your complaint on a separate page attached to this Complaint's Form):
If the Complaint or dispute cannot be resolved internally by us in accordance with our Complaint Handli Procedure set out herein, you may refer the matter to the approved dispute resolution scheme set forth section 23 in Terms and Conditions of Use
Signature Date

FOR OFFICE USE ONLY

Action Taken			
			_
Initial Response within 5 working days	☐ YES	□ NO	
Informed Client of any further action taken	☐ YES	□ NO	
Officer's name			
Signature	Date		
			_