

COMPLAINTS FORM:

This is the form you need to fill in if you wish to submit your complaint to **APLFX (PTY) LIMITED** (the “**Company**”). Complete, up to date as well as accurate information is required to be provided to the Company for the proper investigation and evaluation of your complaint.

Please note that the below Complaint Form is only indicative and not exhaustive. The Company may request further information and/or clarifications and/or evidence as regards your complaint.

DATE:

CLIENT INFORMATION

Name:

Surname:

ID or Passport Number:

Country of nationality:

Legal Entity Name (in case the Client is a legal person):

Trading Account Number:

CONTACT DETAILS OF THE CLIENT

Postal Address:

City/Province:

Code:

Country:

Telephone Number:

Email:

Please advise your most convenient method of communication:

DETAILS OF THE COMPLAINT

Date when the Complaint was created:

Description of the Complaint: (use a separate sheet if necessary)



I, _____, with passport/ID Number _____ hereby certify and confirm that to the best of my knowledge, the information furnished above is true, accurate, correct and complete.

Full Name: _____

Signature: _____

Date: _____

FOR OFFICIAL USE ONLY

Received on:

Received by:

Assigned to:

To reply by:



WARNING:

APLFX (PTY) LIMITED is registered under the Laws of South Africa with registration number **2021/804619/07** (“the **Company**” or “**we**”, or “**us**”, “**ours**” and “**ourselves**” as appropriate) will offer its services via the domain name www.fxglobe.net (the “**website**”). The Company may also register and operate other websites mainly for promotional and marketing purposes in languages other than English. The Company is authorized and regulated by the Financial Sector Conduct Authority (“FSCA”) under license number **52045**.

The Company acts as a direct intermediary in terms of the FAIS Act, providing only intermediary services in relation to derivative instruments (*i.e.*, *Contracts for Difference - CFDs*) offered by **FS International Limited**.

