

# COMPLAINT FORM

By completing this Complaint Form you are submitting a formal complaint to FXPN in relation to your trading account.

“Complaint” – shall mean an expression of dissatisfaction by a Client regarding the provision of investment and/or ancillary services provided to him/her by FXPN.

**ONLY A DULY COMPLETED COMPLAINT FORM ACCOMPANIED BY ADEQUATE SUPPORTING EVIDENCE (AS NECESSARY) SUBMITTED TO [COMPLAINTS@FXPN.COM](mailto:COMPLAINTS@FXPN.COM) WILL BE RECORDED AS A FORMAL COMPLAINT.**

## 1. PERSONAL INFORMATION OF COMPLAINANT

PERSONAL INFORMATION OF COMPLAINANT	
Full Name	
Trading Account No.	
Passport/ID No.	
Nationality	
Occupation	

## 2. CONTACT DETAILS OF COMPLAINANT

CONTACT DETAILS OF COMPLAINANT	
Email	
Phone No.	
Address	
Country	

## 3. COMPLAINT DETAILS

3.1 Choose a Category that Describes your Complaint in General:

Please choose:

1. Service related
2. Platform/Execution Issues
3. Fees/ Charges applied
4. Trading
5. Funds transactions

If other:

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## 3.2 Choose your Complaint cause precisely:

Please choose:

1. Service- Aggressive conduct by sales agent
2. Service – Received investment advise
3. Service – Quality or Lack of Service by Customer Support
4. Service – Safekeeping services
5. Service – Others
6. Platform/ Execution Issues- Platform/ Technical Issues
7. Platform/ Execution Issues- Portal (account) technical issues
8. Platform/ Execution Issues- Mobile application technical issues
9. Platform/ Execution Issues- Other
10. Fees/Charges – Inactivity Fee
11. Fees/Charges – Administration fee
12. Fees/Charges – cancellation of Profit
13. Fees/Charges – Currency Discrepancy
14. Fees/Charges – Other
15. Trading – Execution of Orders
16. Trading – Rollover
17. Trading – Re-Quotes
18. Trading – Slippage
19. Trading - Erroneous trades
20. Trading – Arbitrage and scalping warning
21. Trading – other
22. Funds transactions – Withdrawal Issues
23. Funds transactions – Deposit Issues
24. Funds transactions – Bonus Issues
25. Funds transactions – Internal Transfer
26. Funds transactions – Unauthorized use of Credit Card
27. Funds transactions – Other

If other:

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3.3 Date when you noticed the problem:

3.4 Dispute amount (please specify the currency):

3.5 Have you communicated with the Customer Support as to the problem? If yes, include date(s), name of person and outcome:

3.6 Description of the facts and the reasons for your Complaint, and how this affected you:

**If possible, please provide us with supporting evidence necessary to support your claims (such as screenshots from the FXPN Platform, communication with the Customer Support, etc.).**

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3.7 Section(s) in the **Terms and Conditions\*** which, in your opinion, have been breached:

3.8 Section(s) in the **Risk Disclosure Statement\*** which, in your opinion, have been breached

**\*The latest Terms and Conditions and Risk Disclosure Statement are accessible in the legal documents section of our website.**

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3.9 Describe what remedy measure(s) can be taken to resolve your Complaint:

## 4. Consents and Acknowledgments

4.1. I hereby acknowledge and agree that.

4.1.1. My Complaint cannot be considered unless the submitted Complaint Form is duly completed with all the required information and it is accompanied by adequate supporting evidence (as necessary) for my claims.

4.1.2. FXPN will issue a holding response in writing within five (5) days from the day of receipt of my Complaint, indicating that my Complaint is acknowledged and that my Complaint is being investigated.

4.1.3. FXPN will provide you with a regular written update on the progress of the investigation of my complaint at intervals of not greater than 20 business days.

4.1.4. A Final Response and supporting reasoning will be provided to me as soon as practicable or within 40 business days of having received the complaint. If FXPN is unable to resolve my Complaint within 40 business days, FXPN will inform me of the anticipated timeframe within which FXPN hope to resolve the complaint.

4.1.5. My Complaint will be deemed as resolved or settled on receipt of the Final Response in writing from the Company. There will be no further communication as my Complaint will be considered closed.

4.1.6. FXPN shall process and deal with my Complaint based on the facts and circumstances related to its occurrence.

4.2. I confirm that all information disclosed above is complete, true and accurate and I agree to promptly notify the Company of any changes in this information or if the said information ceases to be true and accurate.

4.3. I give my consent and authorize FXPN, to store and process personal information solely for the purpose of investigation of the Complaint I submit with this form.

<b>Complainant's Full Name:</b>	
<b>Complainant's Email:</b>	
<b>Date:</b>	

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## For Internal Use Only

Date of receipt of complete Complaint Form:	
Received by [name of Complainant and email address used]:	
Confirmation of Trading Account No.	
Entity the Complainant is a client:	
Final Response to be sent by:	