

AXITRADER

Complaint Form

SOLARIS EMEA Limited

A complainant shall complete the Complaint Form developed by the Company (available on Appendix 1 of the Complaints or Grievances Policy). Once completed, it should be sent either in a hard copy along with a copy of the complainant's identification document and any additional documentation that would be relevant to the complaint to the Company's head offices which are situated at Agios Athanasios 58, El Greco Building, 2nd floor, Office 202, 4102 Limassol, Cyprus. or by e-mail to Compliance.cy@axitrader.com. Please refer to the Complaints or Grievances Policy.

COMPLAINT FORM

No. of the Form: _____

Client's Name: _____

Account ID: _____

Address: _____

Email: _____

Description: _____

Date: _____

Signature: _____

Please enclose any evidence and relevant documentation. Submit the form to Compliance.cy@axitrader.com or by fax at +357 25255567 or via post to Agios Athanasios 58, El Greco Building, 2nd floor, Office 202, 4102 Limassol, Cyprus.

Internal Use Only

Employee handling the complaint: _____

Position: _____

Date of Receipt: _____ Date of response: _____

Result and Date of final resolution:
