

COMPLAINTS FORM

This is the form you need to fill in if you wish to submit your complaint to ARUMPRO CAPITAL LIMITED.

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 (dd/mm/yyyy):	
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CLIENT INFORMATION

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

CONTACT DETAILS OF THE CLIENT

Postal Address:	
City/Province:	
Code:	
Country:	
Telephone Number:	
Email:	

DETAILS OF THE COMPLAINT

Date when the Complaint was created:	
Employee who offered the services to the Client:	
Date/Time of the disputed situation (in MetaTrader server time)	
Number(s) of all contested positions and/or pending orders:	

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

Please accompany this form with a screenshot of your Trading Platform if you feel it would further support your claim request.

I hereby certify and confirm that to the best of my knowledge, the information furnished above is true, accurate, correct and complete.

FOR OFFICIAL USE ONLY

Received on:	
Received by:	
Assigned to:	
To reply by:	

