



COMPLAINT FORM

This is the form you need to fill in if you wish to submit your complaint to GWG (Cyprus) Ltd operating under the trading name GWtrade.eu. Complete, up to date as well as accurate information is required to be provided to Gwtrade.eu via email at complaints@gwtrade.eu for the proper investigation and evaluation of your complaint.

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

1. CLIENT DETAILS	
1.1	Name and Surname
1.2	Legal Entity Name (<i>in case of a legal person</i>)
1.3	Registered Email
1.4	Trading Account Number
1.5	Address
1.6	City
1.7	Country
1.8	Telephone

2. DETAILS OF COMPLAINT	
2.1	Date when the Complaint was created
2.2	Employee who offered the services to the Client
2.3	Date/Time of the disputed situation (<i>in MetaTrader server time</i>)
2.4	Number(s) of all contested positions and/or pending orders
2.5	Detailed description of the Complaint (<i>use a separate sheet if necessary</i>)
2.6	Have you reported your complaint to any authority? If Yes, please state the name of the authority

Please attach with this form any supporting evidence to your claim that will facilitate a more comprehensive investigation of your complaint. Supporting evidence may consist of any documentation (*screenshots, chats, phone records etc*) relevant to the complaint.



GWG (CYPRUS) LIMITED

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

Signature:

Date:

FOR OFFICIAL USE ONLY

Received on:

Received by:

Assigned to:

To reply by: