

Complaint forms

Appendix 1

Type: trading operations

name:

last name:

Email:

account number:

Date/time associated with the claim position (in (EET), MetaTrader server time):

The number of positions and orders pending the object of protest:

A brief explanation of the protest conditions:

In your opinion, this objection can be resolved if:

To better prove your claim, please attach the screen of your trading terminal to the above form

Appendix 2

Type: non-trading operations

last name:

Email:

account number:

Date/time associated with the claim position (in (EET), MetaTrader server time):

A brief description of the conditions of the complaint:

The clauses that are violated in the rules of non-trading operations according to the complainant:

In your opinion, this objection can be resolved if:

To better prove your claim, please attach the screen of your trading terminal to the above form