

APPENDIX B – Client Complaint Form

Please complete, sign and send a copy of your Complaint Form by email to complaint@aafg.co Please enclose together with your Client Complaint Form, any supportive evidence and any other relevant documentation. The Company may request further information and/or clarifications and/or evidence as regards to your complaint. Please note that the submission of a complaint is free of charge.

<u>Client Complaint Form</u>	
Client Information and Contact Details	
Name and Surname (in case of a legal person provide company's name and the name of the natural person acting as a legal representative)	
Passport Number (please enclosed a colour certified true copy of your new passport if not provided to the Company yet)	
ID Number (in case of a legal person also provide the entity's registration number)	
Country of Nationality and Incorporation Country (in case of legal person)	
Postal Address (City/Province, Country, Code)	
AAFG Account Number	
Telephone Number	
Registered email	
<u>Complaint Description</u>	
Date when the Complaint was created:	
Disputed/Claimed Amount (currency & amount):	
Description of the Complaint (use a separate sheet if necessary):	
<u>Please enclose supporting evidence and any other relevant documentation.</u>	
<u>Client Signature</u>	
I hereby confirm that the information included in this Complaint Form is accurate and truthful.	
Signature:	
Date:/...../.....	