**Client Complaint Form**

3D Global Financial Services Ltd
Second Floor, Apollon Building, 74 Agios Athanasios Avenue, 4102 Agios Athanasios, Limassol, Cyprus
CySEC CIF Licence No. 063/06 • Registration No. HE 86659
Contact: admin@3dglobal.com

**Instructions**

Please complete all sections and attach any supporting documents (e.g., statements, emails, screenshots). Submit this form by email to the address above or by post to our office. Fields marked with \* are required.

|  |  |
| --- | --- |
| **Unique reference (if known):** |   |
| **\* Date:** |   |
| **\* Client full name / Legal entity:** |   |
| **Account / Client ID:** |   |
| **\* Contact details (email / phone):** |   |
| **\* Service / Product involved:** |   |
| **\* Date issue occurred:** |   |
| **Amount involved (if any):** |   |

**\* Complaint description**

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**Attachments provided (tick or list)**

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| ☐ Statements |  |
| ☐ Email correspondence |  |
| ☐ Screenshots |  |
| ☐ Other (please specify) |  |

**Declaration**

I confirm that the information provided in this form is true and complete to the best of my knowledge. I understand that the Company may need to process my personal data to investigate and respond to my complaint, in line with its Privacy Notice.

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| Signature: | Date: |
| Name (block capitals): | If signed on behalf of a legal entity, capacity: |

**For Office Use Only**

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| **Received by (name):** |  |
| **Date received:** |  |
| **Channel (email/post/in-person):** |  |
| **Unique reference number:** |  |
| **Acknowledgement sent (date):** |  |
| **Handler assigned:** |  |
| **Final response date:** |  |