

By filing this form, you submit an official complaint to Skillling (hereinafter, “the Company”) in relation to your account with the Company.

“Complaint” shall mean any statement of dissatisfaction addressed to the Company by a client relating to the provision of investment services.

This Complaint form can be submitted along with a copy of your identification document in the following ways:

- By email to [compliance@skilling.com](mailto:compliance@skilling.com)
- By fax via 00357-2254620 or 00357-22024366
- Via post to 2nd Floor, Office/Flat 22, 62 Athalassas Avenue, Strovolos 2012, Nicosia, Cyprus

Full Name:

Address:

Email Address:

Phone Number (please include your country code):

Account Number

Subject:

Complaint Category:

If Other:

Description of Complaint

Amount Disputed (if applicable)

*If applicable, please enclose any evidence and/or relevant documentation to support your claims.*

Date:

In the event the Company receives a Complaint which does not fall within the definition of ‘Complaint’ and can be considered as an inquiry instead, then the received Complaint will be categorized as an inquiry and the client will be informed accordingly. If the client insists that the right classification is the Complaint, he maintains the right to request for the re-classification of his inquiry as a Complaint

### For Internal Use Only

Date of receipt of the Complaint

Received by (name of the employee):

Assigned to (name of the employee who handled the Complaint):

File handed to Compliance Officer (Yes/No)

Final response sent by (name of the employee):

Settlement of Complaint (Yes/No), and date: