

COMPLAINT FORM

By completing this Complaint Form you are submitting a formal complaint to XMR Markets (Pty) Ltd in relation to your trading account.

Only a duly completed complaint form accompanied by adequate supporting evidence (as necessary) submitted to support@xmrmarkets.com will be recorded as a formal complaint.

1. PERSONAL INFORMATION OF COMPLAINANT

PERSONAL INFORMATION OF COMPLAINANT:

Full Name

Trading Account

No. Passport/ID No.

Nationality

Occupation

2. CONTACT DETAILS OF COMPLAINANT

CONTACT DETAILS OF COMPLAINANT:

Email:

Phone No:

Address:

Country:

3. COMPLAINT DETAILS

Date when you noticed the problem:

Dispute amount (please specify the currency):

***The latest Terms and Conditions and Risk Disclosure Statements are accessible in the legal documents section of our website.**

Have you communicated with our Customer Support regarding the problem? If yes, include date(s), name of person and outcome:

Description of the facts and the reasons for your Complaint, and how this has affected you:

If possible, please provide us with supporting evidence necessary to support your claims (such as screenshots from the XMR Markets Platform, communication with our Customer Support, etc.).

Section(s) in the **Terms and Conditions* which, in your opinion, have been breached:**

Section(s) in the **Risk Disclosure Statement* which, in your opinion, have been breached:**

***The latest Terms and Conditions and Risk Disclosure Statements are accessible in the legal**

[documents section of our website.](#)

Describe what remedial measures can be taken to resolve your Complaint:

4. Consents and Acknowledgments

4.1. I hereby acknowledge and agree that:

- 4.1.1. My Complaint cannot be considered unless the submitted Complaint Form is duly completed with all the required information and it is accompanied by adequate supporting evidence (as necessary) for my claims.
- 4.1.2. XMR Markets will issue a holding response in writing within five (5) business days from the day of receipt of my Complaint, indicating that my Complaint is acknowledged and that my Complaint is being investigated.
- 4.1.3. XMR Markets will provide me with a regular written update on the progress of the investigation of my complaint at intervals of not greater than 20 business days.
- 4.1.4. A Final Response and supporting reasoning will be provided to me as soon as practicable or within 40 business days of XMR Markets having received the complaint. If XMR Markets is unable to resolve my Complaint within 40 business days, XMR Markets will inform me of the anticipated timeframe within which XMR Markets hopes to resolve the complaint.
- 4.1.5. My Complaint will be deemed as resolved or settled on receipt of the Final Response in writing from XMR Markets. There will be no further communication as my Complaint will be considered closed.
- 4.1.6. XMR Markets shall process and deal with my Complaint based on the facts and circumstances related to its occurrence.

4.2. I confirm that all information disclosed above is complete, true and accurate and I agree to promptly notify XMR Markets of any changes in this information or if the said information ceases to be true and accurate.

4.3. I give my consent and authorize XMR Markets, to store and process personal information solely for the purpose of this investigation into the Complaint, which I submit with this form.

Complainant's Full Name:

Complainant's Email:

Date:

For Internal Use Only

Date of receipt of complete Complaint Form:

Received by [name of Complainant and email address used]:

Confirmation of Trading Account No. [] Final Response to be sent by:

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