

Customer Complaint Form

VIPGlobal Capital LTD is committed to handle reasonably and promptly any complaints, disputes or grievances received by its Clients. In Case you are dissatisfied with our services, you may communicate this to us by completing this form and submitting it to support@vipglobalcapital.com

Rest assured that your complaint will be handled with the highest professionalism by our compliance department and in line with the provisions of the Complaints Handling Procedure

Upon the receipt of this form, an acknowledgement shall be sent to you. Your Complaint will be handled in line with the provisions of the Complaints handling Procedure

1. Clients Details	
1.1	Full Name :
1.2	Registered Email :
1.3	Trading Account Number :
1.4	Nature of Complaint (Please state full details: Like the date and time the incident occurred, Incident Description, Ticket off All disputable positions and / or Pending Order department, Financial Loss, employee who offered services :



1.5	Please Provide the below name(s) of the contact person(s) of VIPGlobal Capital LTD at the time of your complaint :
1.5.1	Contact person :
1.5.2	Contact Person's Email :
1.5.3	Additional Contact's Name :
1.5.4	Additional Contact's Email :

2. Nature of Complaint:	
2.1	Please Provide a Summary of your complaint in the space provided below . please try to justify the disputed amount and/or to include details that will facilitate the company in investigating your Complaint :
2.2	When did the issue you are complaining about take place?
	Please enter The Date :



2.3	When did you first notice that there might be a problem? Please enter The Date :
2.4	Have You Communicated your complaint to VIPGlobal Capital LTD and/or its associates?
2.5	If you answer to the above question is YES ,then please state the date you first informed VIPGlobal Capital LTD and person you discussed your complaint with: Please Enter the date : Please Enter The Person:
2.6	VIPGlobal Capital LTD Representative's Name Please , enter the VIPGlobal Capital LTD representative's name:
2.7	VIPGlobal Capital LTD Representative's Email Please, enter the VIPGlobal Capital LTD representative's email:
2.8	Method of Communication :
2.9	Have you reported your complaint to any authority?
2.10	If you aswer YES to the above , which financial authority have you contacted?
2.11	Please attach together with this form any supporting evidence to your claim that will facilitate the company's investigation of your complaint. Supporting evidence may consist of any documentation(Screenshot ,chats ,phone records etc) relevant to the complaint.

Signature: _____

Date: _____