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Republic of Vanuatu
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DATE:

COMPLAINTS AND SUGGESTIONS

To: International Capital Markets Brokers Limited,

Client name:

Client number:

Complaint:

Suggestion:

Department:

Customer Service

Back Office

Trading Desk

Accounting

Cause Situation:

Software issue

Human Error

Trading Issue

Internet Failure

Wrong Documents

Processing

Time/Delay

Other

Nature of the Complaint / Suggestion

Please attach additional detailed on a separate sheet, if required

SIGNATURE