



COMPLAINT FORM

Client's Name and Surname:	
Trading Account ID:	
Address:	
Country:	
Nationality:	
Email:	
Description of your complaint:	
Employee name offered the services:	
Event Date:	

Date: _____

*Signature: _____

CFDs are complex instruments and come with a high risk of losing money rapidly due to leverage. The vast majority of retail accounts lose money when trading CFDs. You should consider whether you understand how CFDs work and whether you can afford to take the high risk of losing money.



Please enclose any evidence and relevant documentation. Submit the form via email to complaints@capixal.com or support@capixal.com

Capixal, a trading name of IFC Investments Cyprus Ltd authorized and regulated by the Cyprus Securities and Exchange Commission (CySEC) under License number 327/16.

Internal Use Only Employee handling the complaint: _____

Position: _____

Date of Receipt: _____ Date of response: _____

Client's Unique Reference Number: _____

Result and Date of final resolution:

**Note: "Kindly note that IFC Investment Cyprus Ltd will contact you for any further information and/or clarification, in the event that you will not respond during the timeframe of 2 (two) months, the Company will consider the compliant inactive."*

CFDs are complex instruments and come with a high risk of losing money rapidly due to leverage. The vast majority of retail accounts lose money when trading CFDs. You should consider whether you understand how CFDs work and whether you can afford to take the high risk of losing money.