CANO CAPITAL LIMITED

Complaints Form

We strive to provide you with the highest level of service at all times. If this has not been the case, or if we have not handled something to your satisfaction, please detail your concerns below.

Please complete this form in blue or black ink using BLOCK CAPITALS throughout or complete this form using your computer. Please tick boxes where applicable and follow the instructions provided in each section.

Section 1: Your details

Account number

Title

First name

Last name

Correspondence email address

Preferred contact number

Section 2: Category

Please tick the box which best reflects the issue.

- ☐ Account opening/closing
- ☐ Investment or withdrawal requests
- ☐ Account valuation
- ☐ Incorrect billing of fees/charges
- ☐ Information discrepancy
- ☐ Employee conduct
- ☐ Investment performance
- ☐ Beneficiary claim
- ☐ Updating account information
- ☐ Other

Section 3: The issue

Please tell us clearly where we failed to meet your expectations.

Add extra pages if necessary, and attach copies of any relevant documents such as account statements, forms, etc.

Section 4: Signature

◉ Sign yourself ○ Digital signature (Adobe)

Full name

Signature

Date (dd/mm/yyyy):

Please send the completed form to: admin@cano-capital.com