

CLIENT COMPLAINT REPORTING FORM

This is the form the Complainant needs to fill in in order to submit the complaint to WISE WOLVES FINANCE LTD (hereinafter referred to as the “**Company**”). Complete, up to date as well as accurate information is required to be provided to the Company for the proper investigation and evaluation of the complaint. The below Complaint Form is only indicative and not exhaustive. The Company may request further information and/or clarifications and/or evidence with regards to the complaint.

Instructions to Client

You are kindly requested to duly complete the information requested below herein the Client Complaint Reporting Form, providing all relevant and applicable information and/or in the case of the use of the hard-copy form duly execute the form as applicable. The Form must be sent to the Company's CS Department either via email to complaints@wise-wolves.com or by fax to +357 25 355 233. Should the Client wish to forward the Form via post to the Company's registered address, he/she may do so, by forwarding the Form to the Company's registered address at FAO Customer Support Department, Wise Wolves Finance Ltd 61, Spyrou Kyprianou, 4003 Limassol, Cyprus.

COMPLAINT DATE: / / (DD/MM/YYYY)

CLIENT INFORMATION

Full Name:

Surname:

Patronymic (if and where applicable):

ID/Internal or International Passport Number:

Country of Residence:

Country of Nationality:

Legal Entity Name (in case the Client is a legal person):

Account Number:

CONTACT DETAILS OF THE CLIENT

Postal Address:

City/Province:

Code:

Country:

Telephone Number:

Email:

KINDLY PROVIDE DETAILS OF THE COMPLAINT:

Does your complaint involve a financial loss? Yes ☐ No ☐

If your answer above is “Yes” kindly provide the estimated amount of loss: Department and/or Employee involved and/or who offered the services to the Client (if applicable):

Complaint Cause - Please choose one or more of the following:

☐ Reception & Transmission of Order(s) (RTO) (e.g., delay, wrong price etc.);

☐ Execution of Order(s) (e.g., delay in execution, re-quotes, slippage, erroneous trades etc.);

☐ Portfolio Management;

☐ Investment Advice;

☐ Quality or lack of information provided to the client;

☐ Terms of contract/fees/charges (including withdrawal problems, cancelation of profits etc.);

☐ General administration/customer services (including custody/safekeeping services where applicable);

☐ Unauthorised business being offered or carried out;

☐ Other (please specify in comments section below). The 'other' option should only be used after ensuring that the Complaint Cause does not fall under any of the above categories. If this option is used, then a short and detailed description is expected in the 'Complaint Cause Comments' below

Complaint Cause Comments - Should only be used if 'other' category was selected as a complaint cause

Financial Instruments – Please choose one of the following categories:

☐ Shares/ADR/GDR

☐ Options

☐ Other derivatives

☐ Bonds

☐ Structured Products

☐ Funds/ETFs

☐ Forward / Swaps

☐ Spot FX

☐ ETD (Exchange traded derivatives)

☐ All Fis offered by WWF

☐ Other investment products/funds (**please specify in comments section below**). The 'other' option should only be used after ensuring that the Financial Instrument does not fall under any of the above categories. If this option is used, then a short and detailed description is expected in the 'Financial Instruments Comments'.

Financial Instruments / Comments

Disputed Amount - Amount should be provided in Euros (no decimals) Yes ☐ No ☐ (If yes, please specify)

Full Date: _____

Signature: _____

☐ I hereby certify and confirm that to the best of my knowledge, the information furnished above is true, accurate, correct and complete.

Important Notes:

- Upon receipt of this form, a written acknowledgment e-mail will be sent to you within the next **five (5) working/business days**.
- This acknowledgement e-mail will further notify you also of your **Unique Reference Number (URN)** which must be used in all future contact with the Company, the Financial Ombudsman and/or the CySEC regarding the specific complaint.
- The Company will investigate your complaint and will aim towards a final resolution of any issue/complaint/grievance and reply **within a maximum of two (2) months** period from the initial complain receipt in relation to the possible reasons that caused the issue at hand and the outcome/decision.
- During this period of time of the investigation of the complaint, the Company will inform/update you of the handling process in regular intervals.
- In the event that the Company is unable to respond within two months, you will be notified of the reasons for the delay and further indication will be provided on the period of time within which it is possible to complete the investigation. This period cannot exceed **three (3) months** from the submission of your initial complaint.
- Should you feel dissatisfied with our assessment and your complaint relates to possible compensation claim, we would like to inform you that you have the right to refer the Complaint to 'The Financial Ombudsman of the Republic of Cyprus' which is the competent body to examine compensation claims via an extrajudicial procedure. Further information can be found within our Complaints Policy published within our official website at www.wise-wolves.finance.

For Official Use Only

Received on:	Assigned to:
Received by:	Signature
