



**SWORD  CAPITAL**



**COMPLAINTS FORM**

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To file a complaint, please complete this form (all fields are mandatory) and submit it to your Account Service Manager at [support@sword-capital.com](mailto:support@sword-capital.com) . If the complaint involves the Customer Service Department, the 'Complaints Form' must be submitted to the company's Complaints' Officer. All complaints will be handled in accordance with the company's **Complaints Handling Procedures** published on the Company's website at [www.sword-capital.com](http://www.sword-capital.com)

The contact details of the Complaints' Officer are as follows:

**SIC (Investment Operations)**

2nd floor the Creole Spirit

Quincy Street

Victoria

Mahe

Seychelles

Tel: +4420-8144-2276

Fax: +248-4610959

E-mail: [complain@sword-capital.com](mailto:complain@sword-capital.com)

**CLIENT DETAILS**

Client Name (First and Last): .....

Client Address: .....

Account N.O: ..... Passport / I.D Number: .....

**COMPLAINT (please describe you complaint and provide us with all relevant details; if necessary continue the description of your complaint on a separate page attached to this Complaints Form):**

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Client Signature: .....Date: .....

**For Internal Use Only:**

Date in: ..... Checked By: ..... Account number: .....

Date processed: ..... Processed by: ..... Visa: .....