

Customer Complaint Form

Please use this form to file a complaint with Lime Trading (CY) Ltd. We require a written complaint from the owner of the account(s) (or authorized persons) in question, indicating the subject of the complaint, the issues involved and specific information regarding times, dates and events. While an individual may file a complaint on behalf of someone else, we require written authorization from the owner of the account in order to proceed with our review of the complaint. Receipt of your complaint will be acknowledged and if further information is required, we will contact you.

1. Customer Information

Mr./Mrs./Ms./Miss/Dr. _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Home Telephone: () _____ Business Telephone: () _____

Fax Number: () _____ E-Mail Address: _____

Preferred time and telephone number to be contacted: _____

Account Number: _____ Account Type: _____

2. Does your complaint involve a particular investment?

If yes, please provide the name of the security and applicable date in the space provided below.

Name of Security: _____

Date: _____ Currency: _____

3. Complaint Summary

Please provide a complete chronological summary of your complaint. Attach additional sheets as required. Further details may be requested from you later in the complaint process.

Disputed amount and Currency: _____

4. Your Signature

Signature: _____ Date: _____