

Complaint Form

By completing this Complaint Form, you are submitting a formal complaint to the Company in relation to your trading account.

Only a duly completed Complaint Form, accompanied by any necessary supporting evidence, submitted to support@pbxmarkets.com will be recorded as a formal complaint.

If you need assistance completing this form, please email support@pbxmarkets.com, and one of our Customer Support representatives will contact you to provide guidance.

Note: This Complaint Form is indicative and not exhaustive. The Company may request additional information, clarification, or evidence to process your complaint. In some cases, the Company may ask you to resubmit a new form if the information provided is incomplete or inaccurate. The Company will handle all complaints in good faith, fairly, and in line with market practices.

1. Personal Information of Complainant

Full Name:

Trading Account Number:

Passport/ID Number:

Nationality:

Occupation:

2. Contact Details of Complainant

Email:

Phone Number:

Address:

Country:

3. Complaint Summary

Summary of your complaint:

Please summarize the issue, justify the disputed amount (if applicable), and provide any details that will assist the Company in investigating your complaint.

- Date the issue occurred:
- Date you first noticed the issue:
- Have you communicated this complaint to Customer Support or any Company representative?

If yes, please provide the date(s), name(s) of the person(s) contacted, and the outcome:

Supporting evidence:

- Please attach any documents or materials relevant to your complaint (e.g., screenshots, chat logs, emails, phone records).
- Section(s) of the Terms and Conditions you believe have been breached: *
- Section(s) of the Risk Disclosure Statement you believe have been breached: *
- Suggested remedial measures to resolve your complaint:

(*) The latest Terms and Conditions and Risk Disclosure Statements are available in the Legal Documents section of our website.

4. Consents and Acknowledgments

By submitting this form, I acknowledge and agree that:

- My complaint will only be considered if this form is fully completed and accompanied by sufficient supporting evidence.
- The Company will acknowledge receipt of my complaint in writing within five (5) business days and confirm that it is being investigated.
- A final response, including supporting reasoning, will be provided as soon as practicable, or within forty (40) business days from receipt of the complaint. If additional time is needed, the Company will provide an estimated timeframe.
- My complaint will be deemed resolved upon receipt of the Company's final written response, after which no further communication will be conducted unless otherwise agreed.
- The Company will process and handle my complaint based on the facts and circumstances provided.

I also confirm that:

- All information provided above is complete, true, and accurate, and I will promptly notify the Company of any changes.
- I consent to the Company storing and processing my personal information solely for the purpose of investigating this complaint.

Complainant's Full Name:

Complainant's Email:

Signature: _____

Date: