



Goldenburg
group limited

1 Siafi Street
Porto Bello BLD, 3rd Floor, Office 303
3042 Limassol, Cyprus

+357 2503 0576
info@goldenburggroup.eu
www.goldenburggroup.eu

CLIENT COMPLAINT FORM

Please complete this form if you wish to submit your complaint to Goldenburg Group Ltd. In case you require help as to complete correctly this form, please contact our Customer Support representatives at +357 2503 0576.

Please provide complete, up-to-date and accurate information to Goldenburg Group Ltd for the proper investigation and evaluation of your complaint. Please note that the information required in the said list is only indicative and not exhaustive. Goldenburg Group Ltd may request further information and/or clarifications and/or evidence as regards your complaint.

Please note that all sections/boxes with an * are compulsory to be completed by you as for the Company to examine correctly your Complaint form submitted.

Client Personal Information	
Full Name *	Mr./Mrs./Ms.
ID or Passport Number *	
Nationality *	
Email address *	
Telephone Number *	
Country of Residence*	
Residential Address*	
City/ Province *	
ZIP/Postal Code	



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Client Complaint Information	
Brand Name *	
Account Reference Number*	
Date when the Complaint was created*	
Company's Contact Person at the time of the Complaint *	
Contact Person's Email address, if available	
Disputed Amount, if applicable	
Have you reported your complaint to any authority? * If yes, please state the Authority 's name. *	



Client Complaint Related Questions

<p>Is your complaint related to a technical issue (e.g. delay in execution, re-quotes, etc.)?</p> <p>Please state the actual technical issue faced. *</p>	
<p>Do/did you have any kind of problems in communication with your Retention Manager?</p> <p>If yes, please explain. *</p>	
<p>Is your complaint related to a withdrawal request?*</p> <p>If yes, please explain (e.g. delay in withdrawal process, not provided with the relevant withdrawal request form, not properly informed for the withdrawal process, etc.).</p>	
<p>You were provided with the relevant risk warning that CFDs are complex instruments and come with a high risk of losing money rapidly due to leverage? *</p>	
<p>Do you believe you were not provided with any risk management techniques (e.g. Stop loss function etc.)? *</p>	



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<p>Your trading account in question was managed by you or by someone else? If was someone else, please state who. *</p>	
<p>Was your account managed by someone from the Company internally i.e. Somebody traded on your behalf without your consent? *</p> <p>Do you believe that you were provided with any kind of portfolio management service? *</p> <p>Please note that the above is not applicable for the Social Trading Service.</p>	
<p>Is your complaint related to the behavior of a Company's employee/relevant person? (e.g. pressure from Retention Manager, not offered adequate support from back office personnel, etc.) *</p>	
<p>Is your complaint related to the lack of information provided (e.g. not provided with notice about fees/charges, etc.)? *</p>	
<p>Please provide a summary of your complaint. *</p>	



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Please state all the details as to enable the Company to properly investigate the matter.

If deemed necessary, attach a separate page to this Complaint form describing clearly your complaint.



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Please attach together with this form any supporting evidence relevant to your complaint that will facilitate the Company's investigation in this respect. Supporting evidence may consist of any documentation (screenshots, email communication, phone recordings, etc.) relevant to the complaint.

By signing this form, I (please write your full name), hereby certify and confirm that to the best of my knowledge, the information furnished above is true, accurate, correct and complete.

Date:

Signature:

Please sign this form, once completed, and submit it to the Company in any of the following ways:

1. By post or delivering in person the said Complaints Form at the following postal address: 1 Siafi Street, Porto Bello BLD, 3042 Limassol, Cyprus
2. By submitting the Complaints Form electronically at the following email address: complaints@goldenburggroup.eu
3. By Facsimile at +357 2403 0076