



Customer Complaint Form

More Than Trading

PU Prime (PTY) Ltd

Email: info@puprime.co.za

Web: www.puprime.co.za

Address: 37 Harley Street Ferndale, Randburg 2149 Gauteng

Customer Complaint Form

Please fill in your details & form below

| | |
|---------------------------------|--|
| Name of Client: | |
| Client Email Address: | |
| Trading Account Number: | |
| Client Telephone Number: | |
| Date of the Complaint: | |

Nature of Complaint:

(Please state full details below and attach relevant documents)

Complaint received by:

.....

Initial response to client (24h):

.....

Informed client of initial action taken: YES / NO

Final response:

.....

Final response sent to client: YES / NO

File handed to C.O: YES / NO

Signature of C.O:.....

Please send the completed form to: compliance@puprime.co.za