# Annex – Complaint Submission Form

Please complete all sections of this form and send it to: [complaints@perpetuals.com](mailto:complaints@perpetuals.com).

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| 1. **Company Information** | |
| Full name: |  |
| Registration No: |  |
| Client ID/Account Number: |  |
| Contact e-mail: |  |
| Contact Phone Number: |  |
| Address: |  |
| 1. **Complaint Details** | |
| Date of Incident: |  |
| Date Complaint Submitted: |  |
| Complainant cause: |  |
| Description of Complaint (please provide full details):  *(Include what happened, when, and who was involved. You may attach supporting documents.)* |  |
| Financial instrument: |  |
| Have you previously reported this issue to us? | Yes  No |
| If yes, please provide details and the response received (including the date of the last correspondence, name of the employee): |  |
| 1. **Desired Outcome or Resolution Sought** | |
| What would you consider to be a fair resolution to your complaint? |  |
| 1. **Declaration** | |
| I declare that the information provided in this form is true and accurate to the best of my knowledge. I understand that PM MTF LTD may need to contact me for additional details and will process my complaint in line with its procedures. | **Signature:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |