

CUSTOMER COMPLAINT DECLARATION

Dear Client,

Firstly, we would like to apologize for the issue you encountered during your transactions with our Company. Formulating your complaints helps us in identifying problems and improving the services we offer.

Thank you,

MFO ASSET MANAGEMENT LTD

1. Client Information

Name: _____

Address: _____

Account No.: _____ Telephone: _____

2. Cause of Complaint

(Please describe the cause or incident that caused your dissatisfaction. If the space is not enough, continue on white paper)

a. What happened:

b. When and where did it happen:

c. Parties involved in the incident:

d. How in your opinion this incident could be avoided:

Thank you for your attention,

Signature

Date