

Handling your Complaint

Your complaint will be handled with the highest degree of professionalism and in accordance with the provisions of our complaint handling policy which can be found on our website

2. NATURE OF COMPLAINT:	
2.1	Please provide a Summary of your complaint in the space provided below. Please try to justify the disputed amount and/or to include details that will facilitate the Company in investigating your complaint:
2.2	When did the issue you are complaining about take place? Please enter the date:
2.3	When did you first notice that there might be a problem? Please enter the date:
2.4	Have you communicated your complaint before?
2.5	Method of Communication:
2.8	Please attach with this form any supporting evidence to your claim that will facilitate the Company's investigation of your complaint. Supporting evidence may consist of any documentation (screenshots, chats, phone records etc) relevant to the complaint.

Signature:

Date: