

COMPLAINT FORM

TRACKING NUMBER: _____

Please use this form to tell us about your complaint – so we can see if we’re able to help you.

If you’re not sure about anything – or have any difficulties filling in this form – we can be reached at +1 441 295 9000 and request to speak to the Head of Argus Wealth Management.

FIRST, PLEASE GIVE US YOUR DETAILS		... AND THE DETAILS OF ANYONE COMPLAINING WITH YOU	
SURNAME	TITLE	SURNAME	TITLE
FIRST NAME		FIRST NAME	
OCCUPATION (IF RETIRED, PREVIOUS OCCUPATION)		OCCUPATION (IF RETIRED, PREVIOUS OCCUPATION)	
DATE OF BIRTH (YYYY / MM / DD)		DATE OF BIRTH (YYYY / MM / DD)	
ADDRESS FOR WRITING YOU (INCLUDE POST CODE)		ADDRESS FOR WRITING YOU (INCLUDE POST CODE)	
DAYTIME PHONE		DAYTIME PHONE	
HOME PHONE		HOME PHONE	
MOBILE PHONE		MOBILE PHONE	
E-MAIL		E-MAIL	
IF SOMEONE IS COMPLAINING ON YOUR BEHALF (E.G. AN INVESTMENT ADVISOR, ATTORNEY-AT-LAW OR RELATIVE) PLEASE PROVIDE THEIR DETAILS			
THEIR NAME		RELATIONSHIP TO YOU	
THEIR ADDRESS FOR WRITING YOU (INCLUDE POST CODE)			
THEIR DAYTIME PHONE		THEIR FAX	
THEIR E-MAIL		REF	

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IF YOU'RE COMPLAINING ON BEHALF OF A COMPANY, CHARITY OR TRUST PLEASE FILL IN THESE DETAILS	
ITS FULL OFFICIAL NAME	NUMBER OF EMPLOYEES
IF A PARTNERSHIP, THE NUMBER OF PARTNERS	ITS ANNUAL TURNOVER, ANNUAL INCOME OR NET ASSET VALUE (AT THE TIME YOU FIRST COMPLAINED)

DETAILS OF YOUR ACCOUNT MANAGER WHO OFFER THE SERVICE OR PRODUCT THAT YOU ARE COMPLAINING ABOUT

NAME

ADDRESS FOR WRITING YOU (INCLUDE POST CODE)

DAYTIME PHONE

E-MAIL

THE KIND OF PRODUCT OR SERVICE YOU'RE COMPLAINING ABOUT

PLEASE TELL US THE NAME AND TYPE OF THE PRODUCT OR SERVICE

... AND ANY REFERENCE NUMBER YOU HAVE - FOR EXAMPLE: YOUR INVESTMENT ACCOUNT NUMBER OR CLIENT ACCOUNT NUMBER

INDICATE DETAILS OF THE COMPLAINT

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TIME LIMITS MAY APPLY TO YOUR COMPLAINT – SO WE NEED TO KNOW THE FOLLOWING DATES			
WHEN DID THE ADVICE, TRANSACTION OR POOR SERVICE THAT YOU'RE COMPLAINING ABOUT TAKE PLACE?	DAY	MONTH	YEAR
WHEN DID YOU FIRST COMPLAIN TO YOUR ACCOUNT MANAGER OR ANY OTHER REPRESENTATIVE OF THE COMPANY THE BUSINESS YOU THINK IS RESPONSIBLE?	DAY	MONTH	YEAR

WHAT IS YOUR RECOMMENDED ACTION BY THE COMPANY, TO PUT THINGS RIGHT FOR YOU?

PLEASE GIVE US ANY OTHER DETAILS THAT YOU THINK WILL HELP US UNDERSTAND YOUR COMPLAINT

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FINALLY, PLEASE READ AND SIGN THIS DECLARATION

“I would like the management of Argus Wealth Management Limited to consider my complaint. I confirm that all the information I have given you is true and accurate to the best of my knowledge.”

Sign Below

You need to sign, even if someone else is complaining on your behalf. This shows that you have given them your permission to complain for you. If you're signing on behalf of a business, please give your job title.

SIGNATURE	DATE
SIGNATURE	DATE

MAKE SURE YOU HAVE ...

- ✓ included everything you want to tell us about
- ✓ your complaint
- ✓ enclosed a copy of the business's last letter
- ✓ enclosed copies of relevant documents

NOW PLEASE POST TO ¹ ...

Head of Argus Wealth Management
Argus Wealth Management Limited
The Argus Building
14 Wesley Street
PO Box HM 1064
Hamilton HM11, Bermuda

¹Alternatively, completed complaint forms and documents can be emailed to AWMComplaints@argus.bm
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