



Customer Complaint Form

Pacific Union LLC

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www.puprime.com

E-mail: support@puprime.com

Authorised and Regulated by Financial Services Authority, Licence No. 271 LLC 2020

Registered Address: 1 Floor, First St Vincent Bank Building, James Street, Kingstown, St. Vincent and the Grenadines.

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.com