

## COMPLAINT FORM

**Customer Information:**

Customer Name: \_\_\_\_\_  
Customer ID/Registration Number: \_\_\_\_\_  
Loan Officer Name: \_\_\_\_\_

**Customer Contact Details:**

Main Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
Address/ Registered Office: \_\_\_\_\_  
E-mail: \_\_\_\_\_  
I wish to be contacted via: \_\_\_\_\_

**Complaints Details**

Subject: \_\_\_\_\_  
Description:

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**Account details:**

(Please give details of the account(s) concerning the complaint)

1. \_\_\_\_\_ 4. \_\_\_\_\_  
2. \_\_\_\_\_ 5. \_\_\_\_\_  
3. \_\_\_\_\_ 6. \_\_\_\_\_

**Attached Evidence:**

(Please attach any documents supporting your complaint, e.g. correspondence with CAC Coral Limited, previous correspondence, bank Statements, security documents etc.)

1. \_\_\_\_\_ 4. \_\_\_\_\_  
2. \_\_\_\_\_ 5. \_\_\_\_\_  
3. \_\_\_\_\_ 6. \_\_\_\_\_

**Customer Signature:**

\_\_\_\_\_  
Authorised signatory For and on behalf of: .....

Full name: .....

Position: .....

**Date:** .....

**Note:** This form should be completed in full, signed and sent with all supporting documents to CAC Coral Limited:

By post, in a sealed envelope to the following address: 13 Atho street, Nicosia, 1087 Cyprus at the attention of the Complaints Resolution Committee or via e-mail to [Complaints@caccoral.com.cy](mailto:Complaints@caccoral.com.cy) . If the customer is a legal entity, this form must be signed by the authorised signatory (ies) of the legal entity for and on behalf of the legal entity.

In submitting this complaint, I acknowledge CAC Coral's Ltd Privacy Policy reflected on its website and confirm that I am aware of its provisions. I hereby give my explicit consent for the processing of my personal data throughout the review and investigation process of my complaint. I understand that I can withdraw this consent at any time, without however affecting in any way the lawfulness of processing which has happened before such withdrawal. I also understand that in such a case, it may become impossible for CAC Coral Ltd to continue its investigation of my complaint. *[please tick box]*

**For internal use**

Received from: \_\_\_\_\_

Date of receipt: \_\_\_\_\_

Signature: \_\_\_\_\_