



COMPLAINTS FORM



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To file a complaint, please complete this form (all fields are mandatory) and submit it to your Account Service Manager at support@xm.com. If the complaint involves the Customer Service Department, the 'Complaints Form' must be submitted to the company's Complaints' Officer. All complaints will be handled in accordance with the company's **Complaints Handling Procedures** published on the Company's website at www.xm.com.

The contact details of the Complaints' Officer are as follows:

XM
C/o The Complaints Officer
PO Box 50626
3608 Limassol
Cyprus
Tel: +357 25029900
Fax: +357 25820344
E-mail: complaints@xm.com

CLIENT DETAILS

Client Name (First and Last): _____

Client Address: _____

Account no: _____ Passport/I.D. no: _____

COMPLAINT (please describe you complaint and provide us with all relevant details; if necessary continue the description of your complaint on a separate page attached to this Complaints Form):

Client Signature: _____ Date: _____ / _____ /20

For internal use only:

Date in: _____	Checked by: _____	Account number: _____
Date processed: _____	Processed by: _____	Visa: _____