

SACH FINANCIAL SOLUTIONS

CLIENT COMPLAINT & DISPUTE RESOLUTION FORM

STRICTLY PRIVATE & CONFIDENTIAL

Complaint Reference No.: _____

Date: ____ / ____ / ____

CLIENT INFORMATION

Client Name _____

Trading Account Number _____

Relationship Manager / ACM _____

Email Address _____

Contact Number _____

COMPLAINT DETAILS

Type of Complaint

- ☐ Account Management
- ☐ Trade Execution
- ☐ Communication & Customer Service
- ☐ Performance Concern
- ☐ Technical Issue
- ☐ Compliance Matter
- ☐ Other: _____

DESCRIPTION OF COMPLAINT

RESOLUTION REQUESTED

CLIENT DECLARATION

I confirm that the information provided in this complaint is true and accurate to the best of my knowledge.

I understand that **SACH Financial Solutions** will review my complaint fairly and communicate the outcome within a reasonable timeframe.

I acknowledge that complaints relating to **broker services, deposits, withdrawals, account verification, or custody of funds** must be submitted directly to my brokerage firm.

CLIENT AUTHORIZATION

Client Name: _____

Signature: _____

Date: ____ / ____ / ____

FOR INTERNAL USE ONLY

Item	Details
Complaint Received By	_____
Date Received	_____

Complaint Reference _____

Assigned To _____

Status ☐ Open ☐ Under Review ☐ Resolved ☐
Closed

Resolution Date _____

Remarks _____

IMPORTANT NOTICE

SACH Financial Solutions is committed to resolving client concerns promptly, professionally, and fairly. Complaints relating to brokerage operations including deposits, withdrawals, custody of funds, or broker platform functionality must be directed to the respective brokerage firm.