

**INVESTOR COMPLAINT FORM**

**Investor Information:**

- **Name:**

- **Email Address:**

- **Contact Number:**

- **Account Number :**

**Nature of Complaint:**

Please select the nature of your complaint:

- Account Statement
- Transaction Issue
- Performance Concern
- Fee or Charge Dispute
- Customer Service Experience
- Other (please specify):

**Description of Complaint:**

Please provide a detailed description of your complaint, including relevant dates, amounts, and any other pertinent information:

**Preferred Resolution:**

What resolution are you seeking?

- Refund
- Correction of Account Information
- Explanation or Clarification
- Compensation
- Other (please specify):

**Supporting Documents:**

Please attach any supporting documents related to your complaint, such as statements, receipts, screenshots, or correspondence:

**Declaration:**

I hereby declare that the information provided in this complaint form is true and accurate to the best of my knowledge. I understand that providing false information may result in the rejection of my complaint.

**Full name:**

**Signature:**

**Date:**

**Submission Instructions:**

Please submit this completed complaint form via email to [info.dsm@zansec.co.tz](mailto:info.dsm@zansec.co.tz) or by mail to Zan Securities Limited 1<sup>st</sup> floor viva towers Ali Hassan Mwinyi Road, P.O. BOX 5366. You will receive an acknowledgment of receipt and we will endeavour to resolve your complaint promptly and fairly.