

## **Complaint Form** in connection with [intokia.com](http://intokia.com)

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Van Sterling strives to handle complaints effectively and in an independent manner. To achieve this, we have established a complaints management function, which is overseen by our Chief Executive Officer, who may be contacted by email ([sven.buechel@vansterling.com](mailto:sven.buechel@vansterling.com)), telephone (+356.27.289 615) or Skype ([s\\_buechel](https://www.skype.com/people/s_buechel)).

We will investigate a complaint in a fair and prompt manner and on completion of the investigation, we will inform you of the outcome of the investigation.

In the event that the complainant does not accept the redress proposed by or where a complaint has not been upheld, the complainant may lodge a complaint in writing with the Office of the Arbiter for Financial Services, the details of which have been included below.

Office of the Arbiter for Financial Services  
First Floor, St Calcedonius Square  
Floriana FRN1530  
Malta  
[www.financialarbiter.org.mt](http://www.financialarbiter.org.mt)

In case you want us to send you the related form, please ask us.

On the next page(s) you are supposed to give all asked information on order to investigate you case.

Please don't hesitate to contact us if you need help.

Please sign at the end of the form and send it to:

Van Sterling Capital Ltd.  
168, St. Christopher Street  
MT - Valletta VLT 1467

In case you want to send it by email, please use:

[Sven.buechel@vansterling.com](mailto:Sven.buechel@vansterling.com)  
[complaints@vansterling.com](mailto:complaints@vansterling.com)

or

***Details of Complainant 1:***

Title, Name & Surname	
ID / Passport No.	
Street & No.	
ZIP & City	
Country	
Mobile Phonenumber	
Landline	
E-Mail / Skype	
I want to be contacted by:	

***Details of Complainant 2:***

Title, Name & Surname	
ID / Passport No.	
Street & No.	
ZIP & City	
Country	
Mobile Phonenumber	
Landline	
E-Mail / Skype	
I want to be contacted by:	

***Details in case the Complainant is a company:***

Company Name	
Title, Name & Surname of responsible Officer	
Company Registration No.	
Street & No.	
ZIP & City	
Country	
Mobile Phonenumber	
Landline	
E-Mail / Skype	
I want to be contacted by:	



**What kind of services is your complaint about:**

- Managed Account**      Account Number: \_\_\_\_\_ Broker: \_\_\_\_\_  
VSC Client Number: \_\_\_\_\_ Strategy: \_\_\_\_\_
  
- Omnibus Account**      Account Number: \_\_\_\_\_ Bank: \_\_\_\_\_  
VSC Client Number: \_\_\_\_\_ Strategy: \_\_\_\_\_
  
- Fund Investor**      Investor Number: \_\_\_\_\_ Bank: \_\_\_\_\_  
Fund Name: \_\_\_\_\_
  
- Different matter:** \_\_\_\_\_

**Please describe the complaint in your own words.**

If you need more space, use a different sheet and attach to this form.


Please sign the form and send it to Van Sterling Capital Ltd., 168, St. Christopher Street, MT - Valletta VLT 1467 or via e-mail to: [Sven.buechel@vansterling.com](mailto:Sven.buechel@vansterling.com) or [complaints@vansterling.com](mailto:complaints@vansterling.com)

\_\_\_\_\_  
Place & Date

\_\_\_\_\_  
Name of the complainant 1

\_\_\_\_\_  
Name of the complainant 2

\_\_\_\_\_  
Signature of the complainant 1

\_\_\_\_\_  
Signature of the complainant 2