



(4) Details of your attempt to resolve the complaint:

Who did you speak or write to?

(5) What did they offer to do for you?

(6) When did the advice, transaction or poor service that you're complaining about take place? (date/month/year)

(7) Have you referred your complaint to any other organization? () YES () NO

(8) If yes, which organization?

(9) Whom did you speak with?

Notice to Complainant:

- () All processed Service Complaints will be addressed within 7 working days from the date received.
- () I understand that I must submit copies of all relevant documents, including but not limited to: invoices, contracts, correspondence, proof of payments, etc. within 30 days of filing a complaint with Angostura Limited.
- () I understand that failure to submit these documents within the specified time limit will be considered cause for dismissal by Angostura Limited.
- () I understand that this complaint will be forwarded to other internal parties/or external agencies.

All complaints will be addressed in an equitable, objective and unbiased manner, based on satisfactory evidence, through our Complaints Handling Process. Angostura Limited will use all reasonable endeavours to assist the Complainant in exhausting all measures in order to satisfy a complaint. By filing and signing this Complaint, I verify that I have read and understand the above notices, and that all information is true, correct and complete to the best of my knowledge.

FOR ANGOSTURA PERSONNEL ONLY

COMPLAINT REF. NO

LOCAL () EXPORT () INTERNET () WALK-IN () CALL-IN () FRANCHISE () OTHER ()

Complaint Submission Date _____ Other persons/agencies notified _____

CUSTOMER SERVICE COMMENTS

Complaint communicated to _____ Department _____ Date _____

Customer Service Manager/Supervisor _____ Date _____