

Complaint Form

Van Sterling Capital Ltd. 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 Compliance Officer, who may be contacted by email (naomi.riolo@vansterling.com) or telephone (+356 2576 2121).

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
N/S in Regional Road
Msida MSD 1920
Malta
www.financialarbiter.org.mt
complaint.info@financialarbiter.org.mt

Complaint process can be found here: <https://www.financialarbiter.org.mt/oafs/complaint>

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 in order to investigate your 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:

naomi.riolo@vansterling.com
or
complaints@vansterling.com

Details of Complainant 1:

Title, Name & Surname	
ID / Passport No.	
Street & No.	
ZIP & City	
Country	
Mobile Number	
Landline Number	
Email	
I want to be contacted by:	

Details of Complainant 2:

Title, Name & Surname	
ID / Passport No.	
Street & No.	
ZIP & City	
Country	
Mobile Number	
Landline Number	
Email	
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 Number	
Landline Number	
Email	
I want to be contacted by:	



What kind of services is your complaint about:

☐ Managed Account	Account Number: _____	Broker/Bank: _____
	VSC Client Number: _____	Strategy: _____
☐ Token Investment	Token Name: _____	Issuer: _____
	Amount / Currency: _____	Token Amount: _____
☐ Peregenius Investor	Investor Number: _____	Bank: _____
	Investment: _____	Administrator: _____
☐ Different matter: _____		

Please describe the complaint in your own words.

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

[illegible]

Please sign the form and send it to Van Sterling Capital Ltd., 168, St. Christopher Street, MT - Valletta VLT 1467 or via email to: naomi.riolo@vansterling.com or 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