



Full name / Company name:

.....

Email:

Phone:

Service involved (OTC trading, Burvix Traders Bot, other):

Date of incident (YYYY-MM-DD):

---

Description (describe the facts in chronological order, including relevant details (dates/times; order or transaction IDs; amounts/currencies; prior contacts with support; damage, loss, or detriment caused; if submitted by a representative, briefly state your capacity and the basis of authority, and attach supporting evidence; etc.) and what resolution you are seeking):

.....

<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
---

### Notes

1. When submitting a complaint by email, please include the issue title in the email subject line as follows:  
*Subject: Complaint - [Title] - [YYYY-MM-DD]*  
*(Example: "Complaint - Delay in order execution - 2025-09-25")*
2. Attachments (optional): PDF/JPEG, up to 5 MB each; readable, complete, unaltered where possible.