

Customer Complaint Handling Procedure

In order to strengthen customer relationship, enhance service quality and obtain customer opinions effectively, we have set out the following “Customer Complaint Handling Procedure”:

Channels for customer complaints

Customers can lodge complaints by means of post, e-mail, facsimile, phone or visit our branch during our office hours (Mon – Fri: 9:00 am to 5:00 pm). The contact details can be found as below:

Email: cmbchkcomplaint@cmbc.com.cn

Phone: 2281 7798

Fax: 2899 2324

Address: 40/F, Two International Finance Centre, 8 Finance Street, Central, Hong Kong

Information required for complaints

In order to enable us to handle and resolve your case smoothly and quickly, please provide us with the following information

- Name, address and other contact details such as e-mail address, telephone and mobile phone number.
- The relevant account details such as account number, nature and type of account.
- Details and nature of the complaint.
- Suggested remedies and compensation (if applicable).
- Name of the staff member you were dealing with (if applicable)
- Copies of supporting documents (if applicable)

Service Pledge

Acknowledgement letters will be issued within **7 days** upon receipt of a written customer complaint.

Response or expected timeframe for response will be provided within **30 days** if investigation is required upon receipt of a customer complaint.

A formal reply will normally be ready within **60 days**, taking into account the nature of customer complaints.

Confidentiality

All complaints will be classified as confidential. Only the officer-in-charge and related persons will be informed and they should not be the subject staff of the complaint.

客戶意見處理程序

為了加強與客戶的關係，提高我們的服務質量和妥善處理客戶的意見，我們設定了下面的“客戶意見處理程序”：

客戶提供建議的渠道

客戶可以在我們的辦公時間內（週一至週五：上午9:00至下午5:00）透過電子郵件、傳真、電話，或親臨我們分行反映他們的意見。聯繫資料如下：

電子郵件：cmbchkcomplaint@cmbc.com.cn

聯繫電話：2281 7798

傳真：2899 2324

地址：中環金融街8號國際金融中心二期40樓

投訴所需要的資料

為了使我們能夠順利和迅速地處理和解決您的投訴，請提供以下資料：

- 姓名、地址和其他聯繫方式，如電郵地址、電話和手機號碼。
- 有關賬戶的詳細信息，如賬戶號碼、賬戶的性質和類型。
- 詳情及投訴的性質。
- 建議補救措施和補償（如適用）。
- 相關銀行職員姓名（如適用）
- 證明文件的副本（如適用）

服務承諾

我們會於收到客戶的意見後7天內發出確認信。

收到客戶的意見後我們將進行調查，並在30天內作出回覆。

一般來說，根據客戶投訴的性質，正式答覆通常不會超過60天內發出。

保密

所有的投訴將被列為機密。只有個案主管及相關人員將被告知，他們不應該是受到投訴的員工。

中国民生银行股份有限公司 香港分行
(于中华人民共和国注册成立的股份有限公司)