Complaints Handling and Resolution Process

At Taishin International Bank Co., Ltd, Singapore Branch, we value your feedback and are dedicated to addressing your concerns promptly and effectively. Your feedback is crucial for us to enhance our services and better meet your needs.

How to submit a complaint

If you have an issue or are dissatisfied with any of our services, please contact us through:

- Email: info_sg@taishinbank.com.tw (Attn: Compliance Department)
- Phone number: +65 6224 0888 (Contact: Compliance Department)

Acknowledgment and resolution timeline

Upon receiving your complaint, we will acknowledge it within 2 business days from the date of the receipt of the complaint. We aim to provide a final response within 30 business days upon receipt of your complaint, to advise you of the outcome. Please note that more time may be required if it involves complex issues. We appreciate your patience and understanding as we work towards resolving your concerns.

Escalation

If you are not satisfied with our resolution or there has been any misunderstanding, please contact us again for further review. We are committed to resolving your issue to your satisfaction.

External assistance

If you are not fully satisfied with our resolution or if there is any misunderstanding, and you feel that further review is needed, you have the right to escalate your complaint to an independent and impartial third party – the Financial Industry Disputes Resolution Centre Ltd (FIDReC).
For more information and contract details, please visit the FIDReC website:
https://www.fidrec.com.sg/contact-us/

Thank you for bringing your concerns to our attention. We are committed to providing the best possible service and appreciate your feedback.