

Taishin International Bank Hong Kong Branch Customer Complaint Procedures

If you have any complaint about Taishin International Bank Hong Kong Branch's products and/or services, you may follow the procedures in this leaflet to help you resolve your complaint.

We have effective system to ensure that every customer complaint is fully and promptly investigated and resolved in a satisfactory manner.

When to make your complaint

If you are not satisfied with our Bank's products and/or services, you may wish to talk to our Complaint Officer or staff. We will do what we can to help at once.

How to make a complaint

You may make a complaint in writing, by email, telephone, in person, in anonymous manner and/or the third party with full details of the nature of your complaint, your name and how we may contact you.

How we will handle your complaint

All complaints will be treated in strict confidential.

Upon receipt of a complaint, we will issue an acknowledgement to you within 7 days.

We will refer your complaint to our Complaint Officer for prompt investigation and direct reply to you normally within 30 days and in any case no more than 60 days from the time of receipt.

If you are not satisfied with the reply, and you are an individual with a disputed amount equal to or less than HK500,000, you may refer the matter to the Financial Dispute Resolution Centre.

How to contact us

1. By Mail

Contact person: Complaint Officer

Contact address: 6th Floor, Tower 5, The Gateway, 15 Canton Road, Tsimshatsui, Kowloon

2. E-mail

complaint@taishinbank.com.hk /Joe_Shih@taishinbank.com.hk

3. By Telephone

(852) 2972 9663

4. By Fax

(852) 2234 9293

Taishin International Bank Co., Ltd. Hong Kong Branch
(Incorporated in Taiwan with limited liability)

6/F, Tower 5, The Gateway, 15 Canton Road, Tsimshatsui, Kowloon, Hong Kong Tel : (852) 2234 9009 Fax : (852) 2234 9293

台新國際商業銀行香港分行客戶投訴程序

如果您對台新國際商業銀行香港分行的服務或產品有任何投訴意見，您可以依此份單張說明向我們投訴。

我們設有有效的機制去及時地調查和解決客戶的投訴，並在此承諾會盡量滿足客戶的需求。

何時投訴

當您不滿意我們的服務或產品時，您可以聯繫我們的客訴主任或職員，投訴方法請參考此份單張說明下方聯繫方法，我們會盡量幫助您。

如何投訴

您可以透過郵寄、電郵、電話、親自、不記名、或第三方等方式，將投訴的內容和您的聯繫方式告訴我們。

我們如何處理您的投訴

所有投訴內容都會保密處理。

當收到投訴時，我們會在七天之內發出收悉通知給您。

客訴主任收到您的投訴後，會立即調查您的投訴內容；客訴主任原則上會在您投訴後的三十天內，或至多不超過六十天內回覆您。

如果您不滿意客訴主任的回覆，若您是個人提出投訴且涉及的金額不超過港幣五十萬元，您可以向金融糾紛調解中心提出調解。

您可透過以下聯繫方法我們：

1. 郵寄：

收件人：客訴主任

地址：香港九龍尖沙咀廣東道 15 號港威大廈第五座 6 樓

2. 電郵：

投訴電子郵件信箱：complaint@taishinbank.com.hk

客訴主任電子郵件信箱：Joe_Shih@taishinbank.com.hk

3. 電話：

投訴電話：(852) 2972 9663

4. 傳真：

投訴傳真號碼：(852) 2234 9293

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