



永豐銀行

Bank SinoPac

Incorporated in Taiwan with Limited Liability

永豐銀行香港分行客戶投訴程序

如果您對本行香港分行的服務或產品有投訴意見，您可以依這份單張說明辦理。本行設有有效的機制以及時調查和解決客戶的投訴，滿足客戶的需求。

- 何時投訴
當您對本行的服務或產品有不滿意時，您可以聯繫本分行的客訴主任。
- 如何投訴
您可以通過書信、電話、電郵、委託第三人、親身或不記名方式將投訴的內容和聯繫方式告訴我們。
- 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，或是會有專人與您聯繫。

客訴主任收到您的投訴後會馬上就投訴內容進行調查，客訴主任原則上會在三十天內，或至多不超過六十天直接回覆您。

如果您對本行回覆不滿意，若您是個人、獨資經營者或小型企業（依金融糾紛調解計劃定義的合資格申索人）提出投訴且涉及不超過港幣 100 萬元的金錢性質爭議，您可以向香港「金融糾紛調解中心」提出調解申請，請至其官網參考相關資訊。

- 永豐銀行香港分行客訴主任 聯繫方法
郵寄：香港中環 皇后大道中 28 號 中匯大廈 26 樓
電郵：complaintofficer-hk@sinopac.com
電話：(+852) 2801 2801
傳真：(+852) 2801 2811



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Customer Complaint Procedures of Bank SinoPac Hong Kong Branch

This leaflet sets out what you can do if you have a complaint about our products and services in Hong Kong.

We have our effective system to ensure that customer complaints are 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 services, you may wish to talk to our Complaint Officer. We will do what we can to help at once.

- How to make a complaint

You should put your complaint in writing, by telephone, email, in person, in anonymous manner &/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 our reply, and you are an individual, sole proprietors or small enterprises (defined as Eligible Claimants under the Financial Dispute Resolution Scheme) you may wish to contact the Financial Dispute Resolution Centre in Hong Kong to resolve this financial dispute if your claim amount is equal to or less than HK1,000,000. For details, please refer to the official website of the Financial Dispute Resolution Centre.

- How to contact Complaint Officer of Bank SinoPac Hong Kong Branch

By Post: 26th Floor, Central Tower , 28 Queen's Road Central, Hong Kong

By Email: complaintofficer-hk@sinopac.com

By Telephone: (+852) 2801 2801

By Fax: (+852) 2801 2811