

Yuanta Commercial Bank Co., Ltd. Hong Kong Branch Customer Complaint Handling Procedures

If you have any suggestions or complaints on our services, please send us a letter by mail (Complaint Handling Officer, Yuanta Commercial Bank Company Limited, Hong Kong Branch, Room 2508, 25/F, Tower I, Admiralty Centre, No.18 Harcourt Road, Hong Kong), by email (HK_Complain.bank@yuantabank.com.hk), by telephone (2511 1719 extension 110) or by facsimile (2511 1897).

Our bank handles every customer complaint seriously. We have in place a set of complaint handling procedures which are established in accordance with the guidelines of the Hong Kong Monetary Authority to ensure that all customer complaints are handled in a fair, consistent and prompt manner. Our complaint handling procedures are summarized as follows:

1. A written acknowledgement will be sent to the complainant within 7 days of receiving the complaint, giving the name or job title, contact details of the person handling the complaint, and customer complaint handling procedures.
2. Our independent Complaint Handling Officer will monitor the progress of investigation, ensuring that all cases receive fair and consistent treatment.
3. For both verbal and written complaints, a response will be given to the complainant within 30 days. Otherwise, a response will be sent out giving reasons for the delay and indicating when a final response is expected to be provided. In any case, a final response will be sent to the complainant not exceeding 60 days from the receipt of the complaint.
4. If required, customer interview will be conducted by the Complaint Handling Officer by Phone or in person. All complaints will be handled in a strictly confidential manner.