

## Customer Complaint Channel

If you have any questions, whistle-blowing, or complaints about our service, please call us at:

Compliance & Legal Division, Head Office: 021-23290208

Compliance Section, Shanghai Branch: 021-23290112

Compliance Section, Beijing Branch: 010-65690059

Compliance Section, Shenzhen Branch: 0755-33965815

Compliance Section, Xiamen Branch: 0592-2979868

Compliance Section, Chongqing Branch: 023-60372338

Or E-mail to: [bbc.info@bangkokbank.com](mailto:bbc.info@bangkokbank.com)

## Customer Complaint Handling Procedure

- In principle, we will feedback complaint handling result to customer within 15 days from the date of accepting complaint.
- If the situation is complicated or there are special reasons, we may appropriately extend the handling time, but the time limit of providing feedback will not exceed 60 days from the date of accepting the complaints.
- If any objections to branches' complaint handling result, customer can escalate verification request in writing to Head Office within 30 days from the date of receiving handling decision. Head Office will notify customer of verification result within 30 days from the date of receiving the request.