

客户投诉渠道

Customer Complaint Channel

如对我行服务有任何疑问、举报或投诉，请拨打以下电话：

总行合规法务部：021-23290180

上海分行合规科：021-23290112

北京分行合规科：010-65690059

深圳分行合规科：0755-33965856

厦门分行合规科：0592-2979868

重庆分行合规科：023-60372338

或发送电邮至 bbc.info@bangkokbank.com

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

Compliance & Legal Division, Head Office: 021-23290180

Compliance Section, Shanghai Branch: 021-23290112

Compliance Section, Beijing Branch: 010-65690059

Compliance Section, Shenzhen Branch: 0755-33965856

Compliance Section, Xiamen Branch: 0592-2979868

Compliance Section, Chongqing Branch: 023-60372338

Or E-mail to: bbc.info@bangkokbank.com

客户投诉处理流程

Customer Complaint Handling Procedure

✧ 我行原则上会在受理客户投诉之日起 15 日内，将处理结果反馈客户。

In principle, we will feedback complaint handling result to customer within 15 days from the date of accepting complaint.

✧ 如情况复杂或有特殊原因，我行可能适当延长处理时间，但反馈时限不会超过受理投诉之日起的 60 日。

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.

✧ 如对分行处理结果有异议，可自收到处理决定之日起 30 日内向总行书面申请核查。总行将在收到申请之日起 30 日内向客户反馈核查结果。

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.