

## **IF YOU HAVE A COMPLAINT ABOUT OUR SERVICES**

You should put your complaint in writing, with full details of the nature of your complaint, your name, and how we may contact you. We do not normally deal with verbal or anonymous complaints. However, please contact us by telephone if you have any individual difficulties which might prevent you from making a written complaint.

We will treat all complaints in strict confidence. Upon receipt of a written complaint, we will issue an acknowledgement to you within 7 days.

We will conduct an internal investigation and will make our best attempt to respond to you within 30 days and give you the outcome of our findings. A longer time may be required for our investigating complicated cases, in which case you will be responded within 30 days where we will indicate our expected time when we will be able to provide you with our final response.

You may contact us by the following means:

Mail	Complaint Officer Tai Sang Bank Ltd. 3/F Tai Sang Bank Building 130-132 Des Voeux Road Central Hong Kong
E-mail	<a href="mailto:opinion@taisangbank.com.hk">opinion@taisangbank.com.hk</a>
Fax	2545 5242
Telephone	2853 0822



如台端對本銀行服務有任何投訴

台端須以書面形式致函本行，並詳述投訴事件性質及提供台端之姓名及聯絡方法。在一般情況下，本行對於口述形式或匿名投訴均不會處理。但如台端有任何困難以致無法自行提出書面投訴，請致電本行。

本行對所有投訴均絕對保密。在收到書面投訴後，本行將在七天內致函台端以確認已收到投訴。

本行將進行內部調查並盡可能於三十天內回覆台端有關調查所得結果。對於較複雜事項，由於所需時間較長，本行會於三十天內回覆台端，使台端得知本行預計可給予台端最後回覆之日期。

台端可採用下列之形式聯絡本行：

郵寄： 投訴主任  
大生銀行有限公司  
香港德輔道中一三零至一三二號  
大生銀行大廈三樓

電郵： [opinion@taisangbank.com.hk](mailto:opinion@taisangbank.com.hk)

傳真： 2545 5242

電話： 2853 0822

