

## How the HKMA handles banking complaints

Voice-over: The Hong Kong Monetary Authority, or in short, the HKMA, is the government authority responsible for supervising banks.

You may make a complaint to the HKMA about the services provided by banks, including general banking service, investment service and insurance service.

We encourage you to make a complaint to your bank first to give it a chance to resolve your complaint at an early stage.

The HKMA requires banks to take reasonable steps to handle complaints fairly, consistently and promptly.

If the bank does not handle your complaint properly, for example, if the bank does not handle the complaint fairly or does not fully address your concern, you may make a complaint to the HKMA. We will follow up the matter with the bank.

Please note that, the HKMA cannot interfere with banks' commercial decisions, adjudicate or intervene in disputes between banks and their customers, or order banks to pay compensation.

If your complaint involves a monetary dispute, you may wish to consider using the mediation and arbitration services provided by the Financial Dispute Resolution Centre, or consult a lawyer.

If you would like to make a complaint to the HKMA, you can download the complaint form from the HKMA's website, or you may call our enquiry hotline 28781378 to request a copy of the complaint form.

Please remember to fill out your personal information and details of your complaint clearly on the complaint form, and to sign in the specified area. This is because the HKMA requires your consent before it can proceed with your complaint.

Once you have completed the complaint form, you may send it to us by post, email, fax or in person. We will issue a written acknowledgement to you after we receive your duly completed complaint form.

In case of need, we may contact you to ascertain the details of your complaint.

After a preliminary review of the relevant information, the HKMA may refer your complaint to the bank for its handling. In such a case, we will instruct the bank to handle your complaint properly and to provide you with a detailed reply. The bank will also send a copy of its reply to us for review.

We will assess the bank's reply to ensure that the bank has addressed your complaint properly. If we find that the bank's reply does not properly address your complaint, we will require the bank to handle it again and to give you a further reply.

During our assessment, we will also deal with supervisory concerns or disciplinary concerns, if any, revealed from the complaint, for example, whether or not the bank's business practice, the conduct of the bank or the bank's staff, etc. has breached the relevant regulatory requirements.

The HKMA will take further action where there are grounds for doing so, for example, we will follow up the issues identified with the bank or open the case for investigation. In any event, upon completion of our assessment, we will let you know in writing whether the HKMA proposes to take further action. We shall endeavour to explain the grounds for our decision, to the extent permissible by the law.

If you want to find out more about the roles and procedures of the HKMA in handling banking complaints, please visit the HKMA's website and go to the section "Complaints about Banks", where a series of "Frequently Asked Questions" and other relevant information are available. The HKMA's website address is [www.hkma.gov.hk](http://www.hkma.gov.hk).

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