

Banks' Contact Persons for Handling Customer Complaints 銀行處理客戶投訴聯絡人

(Last update: 30 November 2020)

| Authorized Institutions 認可機構 | Title of Complaint Handling Officer 處理投訴部門/職員 | Tel 電話 | Fax 傳真 | Address / Email / Website 地址 / 電郵 / 網站 |
|--|---|-----------------------|-----------|--|
| ABN AMRO Bank N.V. | Country Compliance Head | 3763 3199 | 3763 3934 | Units 7001-06 & 7008B, Level 70, International Commerce Centre, 1 Austin Road West, Kowloon, Hong Kong 香港九龍柯士甸道西一號環球貿易廣場七十樓7001至06及7008B室 Winnie.Choi@hk.abnamro.com www.abnamro.com |
| Agricultural Bank of China Limited Hong Kong Branch 中國農業銀行股份有限公司 香港分行 | Complaint Officer | 2861 8046 | 2866 0133 | 25/F, Agricultural Bank of China Tower, 50 Connaught Road Central, Hong Kong 香港中環干諾道中50號中國農業銀行大廈25樓 compliance@abchina.com.hk www.abchina.com.hk |
| Airstar Bank Limited 天星銀行有限公司 | Head of Customer Services | 3961 3973 | | Suites 3201-07, 32/F, Tower 5, The Gateway, Harbour City, Tsim Sha Tsui, Kowloon, Hong Kong 香港九龍尖沙咀海港城港威大廈第5座32樓3201-07室 complaints@airstarbank.com www.airstarbank.com |
| Allied Banking Corporation (Hong Kong) Limited 新聯銀行(香港)有限公司 | Senior Manager – Operations 高級經理-行政部 | 2846 2211 | 2846 2299 | 1402, World-Wide House, 19 Des Voeux Road, Central, Hong Kong 香港中環德輔道中19號環球大廈1402室 Raymond.chan@abchkl.com.hk |
| Ant Bank (Hong Kong) Limited 螞蟻銀行(香港)有限公司 | Head of Customer Services 客戶服務部主管 | 2325 0303 (ext. 2) | | Suites 2312-13, 23/F, Tower One, Times Square, 1 Matheson Street, Causeway Bay, Hong Kong 香港銅鑼灣勿地臣街1號時代廣場1座23樓2312-13室 customeropinion@antbank.hk http://www.antbank.hk/ |
| Australia and New Zealand Banking Group Limited 澳新銀行集團有限公司 | Complaint Officer | 3559 6960 | 3559 6964 | 22/F, Three Exchange Square, 8 Connaught Place, Central, Hong Kong 香港中環康樂廣場8號交易廣場三座22樓 complaintshk@anz.com |
| Axis Bank Limited Hong Kong Branch | CEO | 3656 4000 | 2522 7821 | Room 1707-1708, 17/F, Central Plaza, 18 Harbour Road, Wanchai, Hong Kong 香港灣仔港灣道18號中環廣場1707-08室 complaints.hk@axisbank.com www.axisbank.hk |
| Banc of America Securities Asia Limited 美國銀行証券亞洲有限公司 | Complaints Officer | 3508 2081 | 3009 0925 | 55 th Floor, Cheung Kong Center, 2 Queen's Road Central, Central, Hong Kong 香港中環皇后大道中2號長江集團中心55樓 li.lian.khoo@bofa.com |

| Authorized Institutions 認可機構 | Title of Complaint Handling Officer 處理投訴部門/職員 | Tel 電話 | Fax 傳真 | Address / Email / Website 地址 / 電郵 / 網站 |
|---|---|----------------------------|-----------|---|
| Banco Bilbao Vizcaya Argentaria S.A. Hong Kong Branch | Compliance Manager | 2582 3234 | 2582 3133 | Unit 9507, Level 95, International Commerce Centre, One Austin Road West, Kowloon, Hong Kong 香港九龍柯士甸道西1號環球貿易廣場95樓9507室 hkgeneral@bbva.com www.bbva.com |
| BDO Unibank, Inc 金融銀行有限公司 | Complaint Officer Officer for overseeing the process of handling and reporting incidents of loss or leakage of customer data | 2901 0238 | 2810 0050 | G/F Euro Trade Centre 13-14 Connaught Road Central Hong Kong 香港中環干諾道中13-14號歐陸貿易中心地下 compliance@bdoub.com.hk https://www.bdo.com.ph/hong-kong-branch |
| Banco Santander, S.A. 西班牙桑坦德銀行有限公司 | Head of Compliance | 2101 2691 | 2101 2000 | 10/F, Two International Finance Centre, 8 Finance Street, Central, Hong Kong compliancehk@gruposantander.com |
| Bangkok Bank Public Company Limited Hong Kong Branch 盤谷銀行 | Complaint Officer | 2801 6552 | 2877 9512 | 5/F, Bangkok Bank Building, 28 Des Voeux Road, Central, Hong Kong 香港中環德輔道中28號盤谷銀行大廈5樓 compliance.hk@bangkokbank.com www.bangkokbank.com |
| Bank Julius Baer & Co Ltd 瑞士寶盛銀行有限公司 | Head Legal | 2899 4312 | 2899 4789 | 39 th Floor, One International Finance Centre, 1 Harbour View Street, Central, Hong Kong nicholas.chan@juliusbaer.com www.juliusbaer.com |
| Bank of America, National Association | Complaints Officer | 3508 2081 | 3009 0925 | 55 th Floor, Cheung Kong Center, 2 Queen's Road Central, Central, Hong Kong li.lian.khoo@bofa.com www.bankofamerica.com |
| Bank of Baroda Hong Kong | Alternate Chief Executive | 2521 5300 2521 5167 | 2868 4702 | 4 th floor, Dina House, Ruttonjee Centre, 11 Duddell Street, Central, Hong Kong 香港中環都爹利街11號律敦治中心帝納大廈4樓 hongko@bankofbaroda.com www.bankofbaroda.com |
| Bank of China Limited Hong Kong Branch 中國銀行股份有限公司 | Head of Risk and Compliance Department Senior Product Manager of Investment Banking & Asset Management Team | 3982 8829 3982 8806 | 2537 7609 | 7/F BOC Tower, 1 Garden Road, Central Hong Kong 香港中環花園道1號中銀大廈7樓 dingmin@bocgroup.com zhangxiaojing@bocgroup.com |
| Bank of China (Hong Kong) Limited 中國銀行(香港)有限公司 | Head of Complaints Handling Division | 8206 2389 | 3412 8014 | P.O.Box 9526, General Post Office, Hong Kong 香港郵政總局信箱9526號 opinion@bochk.com www.bochk.com |

| Authorized Institutions 認可機構 | Title of Complaint Handling Officer 處理投訴部門/職員 | Tel 電話 | Fax 傳真 | Address / Email / Website 地址 / 電郵 / 網站 |
|--|--|------------------------|------------------------|---|
| Bank of Communications Co., Ltd. Hong Kong Branch 交通銀行股份有限公司 香港分行 | Deputy General Manager, Retail Business Management-Operations Management 零售業務管理副總經理 - 營運管理 | 2162 2199 | 2833 6561 | 5/F, Bank of Communications Tower, 231-235 Gloucester Road, Wanchai, Hong Kong 香港灣仔告士打道 231-235 號交通銀行大廈 5 樓 opinion@bankcomm.com.hk http://www.hk.bankcomm.com |
| Bank of East Asia, Limited (The) 東亞銀行有限公司 | Service Quality Section 服務品質促進組 | 3608 2656 | 3608 6228 | Service Quality Section G.P.O. Box 31, Hong Kong 香港郵政總局信箱 31 號 Info@hkbea.com www.hkbea.com |
| Bank of India Hong Kong Branch 印度銀行 香港分行 | Head of Compliance | 2820 9246 2522 1689 | 2810 6149 2877 1178 | 2/F, Ruttonjee House, 11 Duddell Street, Central, Hong Kong 香港中環都爹利街 11 號律敦治中心 2 樓 boi.hk@bankofindia.co.in www.bankofindia.com.hk |
| Bank of Montreal Hong Kong Branch 加拿大滿地可銀行 香港分行 | Head of Compliance, Hong Kong | 3716 0960 | 2810 4520 | 36/F, One Exchange Square, Central, Hong Kong 香港中環交易廣場 1 座 36 樓 DLHKCompliance@bmo.com www.bmo.com.hk |
| The Bank of New York Mellon Hong Kong Branch | Head of Compliance | 2840 8129 | 2810 5279 | Level 26, Three Pacific Place, 1 Queen's Road East, Hong Kong 香港皇后大道東 1 號太古廣場第 3 期 26 樓 Diana.che@bnymellon.com www.bnymellon.com |
| Bank of Nova Scotia (The) Hong Kong Branch 加拿大豐業銀行 | Head of Compliance, Greater China | 2861 4191 | 2527 2527 | 25th Floor, United Centre, 95 Queensway, Admiralty, Hong Kong 香港金鐘道 95 號統一中心 25 樓 karen.wong@scotiabank.com www.scotiabank.com |
| Bank of Shanghai (Hong Kong) Limited 上海銀行(香港)有限公司 | Compliance 合規部 | 3121 8222 | 2258 5755 | 34/F., Champion Tower, Three Garden Road, Central, Hong Kong 香港中環花園道 3 號冠君大廈 34 樓 info@bosc-hk.com www.bosc-hk.com |
| Bank of Singapore Limited 新加坡銀行有限公司 | Associate Director, Business Process and Control | 2846 3960 | 2295 3332 | 34/F & 35/F, One International Finance Centre, 1 Harbour View Street, Central, Hong Kong 香港中環港景街 1 號國際金融中心 1 期 35 樓 diana.chow@bankofsingapore.com |
| Bank of Taiwan Hong Kong Branch 臺灣銀行股份有限公司 香港分行 | Deputy General Manager 副經理 | 2533 0377 | 2869 4957 | 23/F., Central Tower, 28 Queen's Road Central, Central, Hong Kong 香港中環皇后大道中 28 號中匯大廈 23 樓 shihminc@mail.bot.com.tw www.bot.com.tw |

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|---|--|-----------|-----------|---|
| Bank J. Safra Sarasin AG Hong Kong Branch | Head of Compliance, North Asia | 2287 9748 | 2521 1121 | 40/F, Edinburgh Tower, The Lankmark, 15 Queen's Road, Central, Hong Kong 香港中環皇后大道中15號置地廣場公爵大廈四十樓 jessica.yung@jsafrasarasin.com www.jsafrasarasin.hk |
| Bank SinoPac 永豐商業銀行股份有限公司 | Complaint Officer 投訴主管 | 2901 8761 | 2851 3163 | 26/F, Central Tower, 28 Queen's Road Central, Central, Hong Kong 香港中環皇后大道中28號中匯中心26樓 complaintofficer-hk@sinopac.com www.banksinopac.com.tw |
| Barclays Bank plc 巴克萊銀行 | Complaint Officer | 2903 4215 | 2903 2296 | 41/F, Cheung Kong Center, 2 Queen's Road Central, Hong Kong 香港中環皇后大道中2號長江中心41樓 barclayshkcomplaints@barclays.com |
| BCOM Finance (Hong Kong) Limited 交通財務有限公司 | Deputy General Manager, Retail Business Management-Operations Management 零售業務管理副總經理 - 營運管理 | 2162 2199 | 2833 6561 | 5/F, Bank of Communications Tower, 231-235 Gloucester Road, WanChai, Hong Kong 香港灣仔告士打道231-235號交通銀行大廈5樓 opinion@bankcomm.com.hk www.bankcomm.com.hk |
| BNP Paribas Hong Kong Branch | Complaint Officer | 3197 3141 | 2845 0206 | 63/F, Two IFC, 8 Finance Street, Central, Hong Kong 香港中環金融街8號國際金融中心二期63樓 dl.complaint-officer-bnpphk@asia.bnpparibas.com www.bnpparibas.com.hk |
| BNP Paribas Securities Services Hong Kong Branch | Complaint Officer | 2108 5995 | 3197 3045 | 21/F, PCCW Tower Taikoo Place, 979 King's Road, Quarry Bay, Hong Kong 香港鰂魚涌英皇道979號太古坊電訊盈科中心21樓 dl.complaint-officer-bpsshk@asia.bnpparibas.com www.securities.bnpparibas.com |
| Bank of China International Limited 中銀國際有限公司 | The Complaint Officer | 3988 3925 | 3988 3999 | 26/F, Bank of China Tower, 1 Garden Road, Central, Hong Kong 香港中環花園道1號中銀大廈26樓 complaint@bocigroup.com |
| BPI International Finance Limited | The Complaint Officer | 2521 1156 | 2845 9170 | 23 rd Floor Entertainment Building, 30 Queen's Road Central, Hong Kong complaint_officer@bpi.com.ph |
| Canadian Imperial Bank of Commerce 加拿大帝國商業銀行 | Head of Compliance, Asia Pacific | 2841 6220 | 2841 6147 | Suite 3602, Cheung Kong Center, 2 Queen's Road Central, Hong Kong 香港中環皇后大道中2號長江集團中心3602室 complaint.enquiry.hk@cibc.com.hk |
| Canara Bank | Alternate Chief Executive | 2521 6240 | 2829 6036 | Room No. 904, 9/F, China Building, 29 Queen's Road, Central, Hong Kong ace@canbank.com.hk canarabank@canbank.com.hk |
| Cathay Bank 國泰銀行 | General Compliance and Quality Control Department | 3710 1310 | 2810 1652 | 3008, 30/F, Tower 2, The Gateway, 25 Canton Road, Tsim Sha Tsui, Kowloon, Hong Kong 香港九龍尖沙咀廣東道25號港威大廈第2座30樓3008 Complaint_officer_hk@cathaybank.com https://www.cathaybank.com/ |

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|---|--|------------------------------------|-----------|--|
| Cathay United Bank Company, Limited 國泰世華商業銀行股份有限公司 | Complaint Officer | 3921 7317 | 2527 0966 | 10/F, Lee Garden Three, 1 Sunning Road, Causeway Bay, Hong Kong 香港銅鑼灣新寧道1號利園3期10樓 complaint@hk.cathaybk.com www.cathaybk.com.hk/hongkong |
| Chang Hwa Commercial Bank, Ltd. 彰化商業銀行股份有限公司 | Assistant Vice President & Manager, Compliance Department | 3961 4143 2956 1212 (ext.34) | 2956 1898 | 1404, Tower 2, The Gateway, 25 Canton Road, Tsim Sha Tsui, Kowloon 九龍尖沙咀廣東道25號港威大廈二座1401室 chbhk@chb.com.hk |
| Chau's Brothers Finance Company Limited 周氏兄弟財務有限公司 | Compliance Manager 條例執行經理 | 2612 4668 | 2416 0812 | 6/F, Chau's Commercial Centre, 284 Sha Tsui Road, Tsuen Wan, N.T. 新界荃灣沙咀道284號周氏商業中心6字樓 |
| Chiba Bank, Ltd. (The) Hong Kong Branch 千葉銀行 香港分行 | Senior Deputy General Manager 副支店長 | 2840 1222 | 2840 0507 | Unit 2510, One Pacific Place, 88 Queensway, Hong Kong 香港金鐘道88號太古廣場第一期2510室 Hongkong@chibabank.co.jp |
| China Construction Bank (Asia) Corporation Limited 中國建設銀行(亞洲)股份有限公司 | Complaints Officer | 3179 5524 | 3111 6134 | 16/F, CCB Centre, 18 Wang Chiu Road, Kowloon Bay, Hong Kong 香港九龍灣宏照道18號中國建設銀行中心16樓 opinionbox@asia.ccb.com www.asia.ccb.com |
| China Construction Bank Corporation Hong Kong Branch 中國建設銀行股份有限公司 香港分行 | SVP, Corporate Banking I | 3179 5524 | 3111 6134 | 27/F, CCB Centre, 18 Wang Chiu Road, Kowloon Bay, Hong Kong 香港九龍灣宏照道18號中國建設銀行中心27樓 opinionbox@asia.ccb.com www.asia.ccb.com |
| China Development Bank 國家開發銀行 | General Manager, Legal & Compliance Department | 3697 7110 | 2530 4083 | 33/F, One International Finance Centre, 1 Harbour View Street, Central, Hong Kong jiangxuejuan@cdb.cn |
| China Everbright Bank Co., Ltd., Hong Kong Branch 中國光大銀行股份有限公司香港分行 | Senior Manager, Regulatory Compliance | 3123 9576 | 2250 3960 | 23/F, Everbright Centre, 108 Gloucester Road, Wan Chai, Hong Kong 香港灣仔告士打道108號光大中心23樓 compliance@cebbank.com.hk www.hkg.cebbank.com |
| China Merchants Bank Co., Ltd. 招商銀行股份有限公司 | General Manager and Head of Legal and Compliance Department 法律與合規部主管 | 3118 8980 | 3111 0801 | 31/F, Three Exchange Square, 8 Connaught Place, Central, Hong Kong 香港中環康樂廣場8號交易廣場三期31樓 cmbhk_lc@cmbchina.com http://hk.cmbchina.com |
| China Minsheng Banking Corp., Ltd. 中國民生銀行股份有限公司 | Senior Vice President, Head of Legal and Compliance Department 法律合規部總經理 | 2281 7798 | 2899 2617 | 40 th Floor, Two International Finance Centre, 8 Finance Street, Central, Hong Kong 香港中環金融街8號·國際金融中心二期40樓 cmbchkcomplaint@cmbc.com.cn www.cmbc.com.cn (總行) http://hk.cmbc.com.cn (香港分行) |

| Authorized Institutions 認可機構 | Title of Complaint Handling Officer 處理投訴部門/職員 | Tel 電話 | Fax 傳真 | Address / Email / Website 地址 / 電郵 / 網站 |
|---|--|--------------------------------------|-----------|---|
| China Zheshang Bank Co., Ltd. Hong Kong Branch 浙商銀行股份有限公司 香港分行 | Head of Legal & Compliance | 2801 8364 | 2320 3089 | 15th Floor, Three Exchange Square, No.8 Connaught Place, Central, Hong Kong 香港中環康樂廣場8號交易廣場三期15樓 davidwang.hk@czbank.com |
| CTBC Bank Co., Ltd. 中國信託商業銀行股份有限公司 | Head of Legal and Compliance | 2916 1725 | 2916 1858 | 28/F, Two International Finance Centre, 8 Finance Street, Central 香港中環金融街8號國際金融中心二期28樓 kevin.ks.cheng@ctcbank.com |
| Chiyu Banking Corporation Limited 集友銀行有限公司 | Head of Personal Financial Business Department 個人金融業務部主管 | 3988 9568 | 2843 2751 | 1/F, Chiyu Banking Building, 78 Des Voeux Road, Central, Hong Kong 香港中環德輔道中78號集友銀行大廈1樓 chiyu@chiyubank.com www.chiyubank.com |
| Chong Hing Bank Limited 創興銀行有限公司 | Customer Services Department 客戶服務部 | 3768 6837 | 3768 1881 | 24 Des Voeux Road, Central, Hong Kong 香港中環德輔道中24號 Customerservice@chbank.com www.chbank.com |
| Chong Hing Finance Limited 創興財務有限公司 | Customer Services Department 客戶服務部 | 3768 6837 | 3768 1881 | 24 Des Voeux Road, Central, Hong Kong 香港中環德輔道中24號 Customerservice@chbank.com www.chbank.com |
| Chugoku Bank, Ltd (The) | Duty General Manager | 2523 0312 | 2521 8730 | Rm 601 & 609-610, 6/F, Gloucester Tower, The Landmark, 15 Queen's Road Central, Hong Kong cbk_hkback@fr-chugin.jp https://www.chugin.co.jp/en/ |
| Citibank (Hong Kong) Limited 花旗銀行(香港)有限公司 (incl. Diners Club Int'l) | Head of Client Relations 客戶關係主管 | 2962 8819 | | P.O. Box 62171 Kwun Tong Post Office Hong Kong 香港觀塘郵政局郵政信箱62171號 clientservice.cbhk@citi.com www.citibank.com.hk |
| CIMB Bank Berhad Hong Kong Branch | Head of Compliance | 2586 7275 | 2556 3863 | 25/F, Gloucester Tower, The Landmark, 15 Queen's Road Central, Hong Kong betty.mah@cimb.com www.cimb.com |
| Citibank, N.A. 花旗銀行 | Head of Citiservice 客戶服務部主管 | Corporate customers: 2306 6022 | | 9/F Citi Tower, One Bay East, 83 Hoi Bun Road, Kwun Tong, Kowloon, Hong Kong 香港九龍觀塘海濱道八十三號花旗大樓九樓 hongkong.citiservice@citi.com |
| China CITIC Bank International Limited 中信銀行(國際)有限公司 | Executive Deputy General Manager, Service Quality & Customer Due Diligent 執行副總經理, 優質服 務及客戶盡職審查 | 3603 2333 | 3603 4770 | Service Quality Department, Operations Management Group, China CITIC Bank International Limited, G.P.O. Box 2201, Hong Kong 中信銀行(國際)有限公司優質服務部香港郵政總局2201號信箱 cs@cncbinternational.com |
| Citicorp International Limited 花旗國際有限公司 | Head of Citiservice 客戶服務部主管 | 2306 6022 | | 9/F Citi Tower, One Bay East, 83 Hoi Bun Road, Kwun Tong, Kowloon, Hong Kong 香港九龍觀塘海濱道八十三號花旗大樓九樓 hongkong.citiservice@citi.com |

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|--|---|-----------|-----------|--|
| CMB WING LUNG BANK LIMITED 招商永隆銀行有限公司 | Complaints Officer 投訴主任 | 2384 0257 | 2384 9369 | 45 Des Voeux Road, Central, Hong Kong 香港中環德輔道中45號 customer_feedback@cmbwinglungbank.com www.cmbwinglungbank.com |
| Commerzbank AG Hong Kong Branch 德國商業銀行 | Head of Compliance | 3988 0988 | 3988 0900 | 15/F Lee Garden One, 33 Hysan Avenue, Causeway Bay, Hong Kong complaints_hk@commerzbank.com |
| Commonwealth Bank of Australia 澳洲聯邦銀行 | Legal Counsel | 2844 7500 | 2845 9194 | Suite 1401, One Exchange Square, 8 Connaught Place, Central, Hong Kong Emily.Tsui@cba.com.au www.commbank.com.au |
| Commonwealth Finance Corporation Limited | Manager | 2160 1523 | 2522 3533 | 11/F, Wyndham Place, 40-44 Wyndham Street, Central, Hong Kong 香港中環雲咸街40-44號雲咸商業中心11字樓 cfcl@cfclhk.com www.cfclhk.com |
| Coutts & Co AG | Chief Executive Officer | 3750 7610 | 2877 0108 | Level 23, One Island East, 18 Westlands Road, Island East, Hong Kong martin.thurnham@coutts.com martin_thurnham@stet.iclnet.hk coutts.com |
| Cooperatieve Rabobank U.A. 荷蘭合作銀行 | Head of Compliance, Hong Kong | 2103 2349 | 2104 4487 | 13/F, One Pacific Place, 88 Queenway, Hong Kong 香港金鐘道東88號太古廣場1座13樓 fm.hk.hongkong.Compliance@rabobank.com www.rabobank.com |
| Corporate Finance (D.T.C.) Limited 協聯財務有限公司 | Compliance Officer | 2832 0176 | 2832 0193 | 21/F, Bupa Centre, 141-143 Connaught Road West, Sai Ying Pun, Hong Kong reikochan@cblhk.com |
| Credit Agricole Corporate And Investment Bank 東方匯理銀行 | Complaint Officer | 2826 1053 | 2536 9278 | 27/F, Two Pacific Place, 88 Queensway, Hong Kong 香港金鐘道88號太古廣場第二期27樓 hkg-compliance@ca-cib.com |
| CA Indosuez (Switzerland) SA | Senior Legal Counsel | 3763 6857 | 3763 6868 | Suite 2918, Two Pacific Place, 88 Queensway, Hong Kong 香港金鐘道88號太古廣場第二期2918室 complaint-officer@ca-indosuez.hk |
| Credit Suisse AG Hong Kong Branch | Director, Compliance | 3969 5359 | 2101 7990 | Level 88, International Commerce Centre, 1 Austin Road West, Kowloon, Hong Kong 香港西九龍柯士甸道西1號環球貿易廣場88樓 list.pbhkcicro-generalcompliance@credit-suisse.com www.credit-suisse.com/hk/privatebanking/en/ |
| Credit Industriel et Commercial 法國工商銀行 | Head of Compliance 法規監察總監 | 2106 0345 | 2526 7873 | 22/F., Central Tower, 28 Queen's Road Central, Hong Kong 香港中環皇后大道中28號中匯大廈22字樓 catherine.yau@hongkong.cic.fr www.cic.com.sg |

| Authorized Institutions 認可機構 | Title of Complaint Handling Officer 處理投訴部門/職員 | Tel 電話 | Fax 傳真 | Address / Email / Website 地址 / 電郵 / 網站 |
|--|---|------------------|------------------|--|
| Dah Sing Bank, Limited 大新銀行有限公司 | Service Quality Department 服務質素部 | 2907 9009 | 2232 5924 | Service Quality Department, Dah Sing Bank, Limited, G.P.O. Box 333, Hong Kong 香港郵政總局信箱333號大新銀行有限公司服務質素部 sq@dahsing.com www.dahsing.com |
| DBS Bank Ltd. | Complaint Officer | 3668 9498 | 2806 5312 | 14/F, One Island East, 18 Westlands Road, Quarry Bay, Hong Kong ibg-hkce@dbs.com |
| DBS Bank (Hong Kong) Limited 星展銀行(香港)有限公司 | Office of the Complaints Officer 投訴專員辦事處 | 2961 2377 | 2328 1470 | G.P.O. Box 400, Hong Kong 香港郵政總局信箱400號 feedback.hk@dbs.com www.dbs.com/hk |
| Deutsche Bank Aktiengesellschaft 德意志銀行 | Head of Compliance, Hong Kong | 2203 6452 | 2203 6959 | Level 52 International Commerce Centre, 1 Austin Road West, Kowloon, Hong Kong 香港九龍柯士甸道西1號環球貿易廣場52樓 christopher-ch.chan@db.com https://www.db.com/hongkong/ |
| DZ Bank AG Deutsche Zentral-Genossenschaftsbank, Frankfurt Am Main | Compliance Office 合規部 | 2864 3115 | 2864 3160 | 9/F, Tower II, Admiralty Centre, 18 Harcourt Road, Hong Kong 香港夏慤道18號海富中心二座9字樓 CPO-HK@dzbank.de www.dzbank.de |
| E.Sun Commercial Bank, Ltd. Hong Kong Branch 玉山商業銀行股份有限公司 香港分行 | Compliance Officer 法令遵循主管 | 3405 6243 | 3113 7794 | Suite 2805, 28/F, Tower 6, The Gateway, 9 Canton Road, Tsim Sha Tsui, Kowloon, Hong Kong 香港九龍尖沙咀廣東道9號港威大廈第6座28樓2805室 cmchuang-09242@email.esunbank.com.tw |
| East West Bank Hong Kong Branch 華美銀行 香港分行 | Compliance Officer 合規部 | 2218 9000 | 2868 1078 | Suite 1108 AND 2706, 11/F, Two International Finance Centre, 8 Finance Street, Central, Hong Kong 香港中環金融街8號國際金融中心2期11樓1108室及2706室 HKCustomerFeedback@eastwestbank.com www.eastwestbank.com |
| EFG Bank AG Hong Kong Branch 瑞士盈豐銀行股份有限公司 | Complaints Officer | 2298 3420 | 2298 3300 | 18/F, International Commerce Centre, 1 Austin Road West, Kowloon, Hong Kong 香港九龍柯士甸道西1號環球貿易廣場18樓 Feedback-HK@efgbank.com www.efgbank.com |
| Erste Group Bank AG | Executive Director – Financial Control & Operations | 2105 0389 | 2810 1557 | 1710-1712, One Pacific Place, 88 Queensway, Hong Kong 香港金鐘道88號太古廣場一期1710-1712室 michael.tracey@erstegroup.com www.erstegroup.com |
| Euroclear Bank | Complaints Officer | +852 3966 5842 | +852 3966 5500 | 20/F Central Plaza, 18 Harbour Road, Wan Chai, Hong Kong 香港灣仔港灣道18號中環廣場20樓2001室 ebhk.complaints@euroclear.com www.euroclear.com |

| Authorized Institutions 認可機構 | Title of Complaint Handling Officer 處理投訴部門/職員 | Tel 電話 | Fax 傳真 | Address / Email / Website 地址 / 電郵 / 網站 |
|--|---|-----------------------------------|-----------|---|
| Far Eastern International Bank Hong Kong Branch 遠東國際商業銀行股份有限公司香港分行 | Alternate Chief Executive 副總經理 | 2105 6745 | 2167 8367 | 20/F, 8 Queen's Road, Central, Hong Kong 香港中環皇后大道中8號20樓 feibhk@feib.com.tw |
| First Abu Dhabi Bank PJSC | Head of Compliance | 3413 4400 | 3413 4343 | 18/F, Nine Queen's Road Central, Hong Kong CustomerComplaint.HK@bankfab.com https://www.bankfab.com/en-hk/cib |
| First Commercial Bank, Ltd. Hong Kong Branch 第一商業銀行股份有限公司香港分行 | Compliance Officer 法令遵循主管 | 2294 7815 | 2526 2900 | Suite 1702-8, 17/F Prudential Tower, The Gateway, Harbour City, 21 Canton Road, Tsimshatsui, Kowloon, Hong Kong 九龍尖沙咀廣東道21號海港城港威大廈英國保誠保險大樓17樓1702-8室 gm.hk@mail.firstbank.com.tw www.firstbank.com.tw |
| Fubon Bank (Hong Kong) Limited 富邦銀行(香港)有限公司 | Head of Service Quality Management | 2842 7937 | 2801 6483 | 7/F, Fubon Bank Building, 38 Des Voeux Road Central, Hong Kong 香港中環德輔道中38號富邦銀行大廈7樓 fb.csa.fbhk@fubon.com www.fubonbank.com.hk |
| Fubon Credit (Hong Kong) Limited 富邦財務(香港)有限公司 | Head of Service Quality Management | 2842 7937 | 2801 6483 | 7/F, Fubon Bank Building, 38 Des Voeux Road Central, Hong Kong 香港中環德輔道中38號富邦銀行大廈7樓 fb.csa.fbhk@fubon.com www.fubonbank.com.hk |
| Goldman Sachs Asia Bank Limited | Co-Chief Compliance Officer | 2978 1000 | 2978 0967 | 68/F Cheung Kong Center, 2 Queen's Road Central, Hong Kong gs-hkb-complaints@gs.com http://www.goldmansachs.com/ |
| Habib Bank Zurich (Hong Kong) Limited 恒比銀行蘇黎世(香港)有限公司 | Head of Compliance | 2544 6747 2521 4631 Ext.302 | 2868 3991 | 1701-5, Wing On House, 71 Des Voeux Road, Central, Hong Kong 香港中環德輔道中71號永安集團大廈1701-5室 compliance@hbzfinancelimited.com |
| Hachijuni Bank, Ltd. (The) 八十二銀行 | Complaint Manager | 2845 4188 | 2537 1757 | Suites 1602-1605, 16 th Floor, Tower 2, The Gateway, Harbour City, 25 Canton Road, Kowloon, Hong Kong 九龍尖沙咀廣東道25號海港城港威大廈第2座16樓1602-1605室 hk@hk.82bank.co.jp |
| Hang Seng Bank, Limited 恒生銀行有限公司 | Head of Customer Relations | 2997 3363 | 3409 1235 | 12/F Hang Seng 113, 113 Argyle Street, Mongkok, Hong Kong gad@hangseng.com www.hangseng.com |
| HDFC Bank Ltd., Hong Kong Branch | Head of Operations | 3107 2973 | 3107 2975 | Suite 1707, 17/F, Tower 1, The Gateway, Harbour City, 25 Canton Road, Kowloon 香港九龍尖沙咀廣東道25號港威大廈第1座17樓1707室 suresh.mani@hdfcbank.com |

| Authorized Institutions 認可機構 | Title of Complaint Handling Officer 處理投訴部門/職員 | Tel 電話 | Fax 傳真 | Address / Email / Website 地址 / 電郵 / 網站 |
|--|---|--|--|---|
| Hong Leong Bank Berhad Hong Kong Branch 豐隆銀行有限公司 香港分行 | Compliance Manager | 2283 8930 | 2285 3138 | 50/F, The Center, 99 Queen's Road, Central, Hong Kong 香港中環皇后大道中99號中環中心50樓 HLB_Compliance@hbl.com.hk www.hlb.com.my |
| Hongkong and Shanghai Banking Corporation Limited (The) 香港上海滙豐銀行有限公司 | Customer Relations Manager 客戶關係部經理 | 2996 6388 | 3418 4739 | Customer Relations P.O. Box No. 71169 Kowloon Central Post Office 香港上海滙豐銀行有限公司客戶關係部 九龍中央郵政局郵政信箱71169號 Feedback@hsbc.com.hk www.hsbc.com.hk |
| HSBC Bank Plc Hong Kong Branch | Manager | <i>For complaints related to(i) Retail Banking and Wealth Management or (ii) Commercial Banking, pls refer to the contact details below :</i> 2996 6388 <i>For complaints related to Global Banking and Markets, pls refer to the contact details below :</i> 2822 4301 | <i>For complaints related to(i) Retail Banking and Wealth Management or (ii) Commercial Banking, pls refer to the contact details below :</i> 3418 4739 <i>For complaints related to Global Banking and Markets, pls refer to the contact details below :</i> 3409 1916 | Customer Relations P.O. Box No. 71169 Kowloon Central Post Office 香港上海滙豐銀行有限公司客戶關係部 九龍中央郵政局郵政信箱71169號 feedback@hsbc.com.hk |

| Authorized Institutions 認可機構 | Title of Complaint Handling Officer 處理投訴部門/職員 | Tel 電話 | Fax 傳真 | Address / Email / Website 地址 / 電郵 / 網站 |
|---|---|---|---|---|
| HSBC Bank USA, National Association 美國滙豐銀行 | Manager | <p><i>For complaints related to(i) Retail Banking and Wealth Management or (ii) Commercial Banking, pls refer to the contact details below :</i> 2996 6388</p> <p><i>For complaints related to Global Banking and Markets, pls refer to the contact details below :</i> 2822 4301</p> | <p><i>For complaints related to(i) Retail Banking and Wealth Management or (ii) Commercial Banking, pls refer to the contact details below :</i> 3418 4739</p> <p><i>For complaints related to Global Banking and Markets, pls refer to the contact details below :</i> 3409 1916</p> | Customer Relations P.O. Box No. 71169 Kowloon Central Post Office 香港上海滙豐銀行有限公司 客戶關係部 九龍中央郵政局郵政信箱 71169 號 feedback@hsbc.com.hk |
| Hua Nan Commercial Bank, Ltd. Hong Kong Branch 華南商業銀行股份有限公司 香港分行 | Deputy General Manager | 2828 4811 | 2824 0019 | Suite 5601-5603, 56/F, Central Plaza, 18 Harbour Road, Wanchai, Hong Kong 香港灣仔港灣道 18 號中環廣場 56 樓 5601-03 室 Info@hncb.com.hk www.hncb.com.hk |
| ICBC Standard Bank Plc Hong Kong Branch | Compliance 合規部 | 3653 7060 | 3653 5102 | Room 603, Sun House, 181 Des Voeux Road Central, Hong Kong 香港德輔道中 181 號大新行 603 室 HK-Compliance@icbcstandard.com www.icbcstandard.com |
| ICICI Bank Limited Hong Kong Branch | Senior Officer | 2234 2686 | 2234 7613 | Suite 1504B-1506, Level 15, International Commerce Centre, 1 Austin Road West, Kowloon, Hong Kong 香港九龍柯士甸道西一號環球貿易廣場 15 樓 1504B-1506 室 hkcustomercomplaints@icicibank.com http://www.icicibank.hk |
| Indian Overseas Bank 印度海外銀行 | Chief Executive's Secretariat 行政總裁 | 2522 0752 | 2531 3708 | 3/F, Ruttonjee House, 11 Duddell Street, Central, Hong Kong 香港中環都爹利街 11 號律敦治大廈 3 樓 iobsm@netvigator.com |
| Industrial and Commercial Bank of China (Asia) Limited 中國工商銀行(亞洲)有限公司 | Complaint Officer | 2107 4700 | 2758 1340 | ICBC (Asia), G.P.O. Box 872, Hong Kong 香港郵政總局信箱八百七十二號中國工商銀行(亞洲)有限公司 enquiry@icbcasia.com www.icbcasia.com |

| Authorized Institutions 認可機構 | Title of Complaint Handling Officer 處理投訴部門/職員 | Tel 電話 | Fax 傳真 | Address / Email / Website 地址 / 電郵 / 網站 |
|---|--|-----------|-----------|--|
| Industrial and Commercial Bank of China Limited, Hong Kong Branch 中國工商銀行股份有限公司 | Complaint Officer | 2107 4700 | 2758 1340 | ICBC (Asia), G.P.O. Box 872, Hong Kong 香港郵政總局信箱八百七十二號中國工商銀行（亞洲）有限公司 enquiry@icbcasia.com www.icbcasia.com |
| Industrial Bank Co., Ltd. 興業銀行有限公司 | Head of Legal and Compliance Department 法律與合規部總經理 | 2199 2631 | 2199 2680 | 12/F, One International Finance Centre, 1 Harbour View Street, Central, Hong Kong 香港中環港景街1號國際金融中心1期12樓 lchk@cibhk.com |
| Industrial Bank of Korea | Compliance Manager | 2521 1398 | 2596 0920 | Suite 3113, Two Pacific Place, 88 Queensway, Hong Kong 香港金鐘道88號太古廣場第二期3113室 complianceibkhk@ibk.co.kr |
| ING Bank N.V. | Vice President, Compliance | 2913 8319 | 2848 9619 | 8th Floor, Three Pacific Place, 1 Queen's Road East, Hong Kong garrett.lo@asia.ing.com www.ing.com |
| Intesa Sanpaolo SPA 意大利聯合聖保羅銀行股份有限公司 | Head of Compliance | 2532 2700 | 2845 0209 | Unit 8102-05 & 8106A, Level 81, International Commerce Centre, No.1 Austin Road West, Kowloon, Hong Kong 香港九龍柯士甸道西1號環球貿易廣場81樓8102-05 & 8106A hkg.compliance@intesasanpaolo.com http://www.group.intesasanpaolo.com |
| J.P. Morgan Securities (Asia Pacific) Limited | Hong Kong Compliance | 2800 1717 | 2836 9733 | 12/F, The Quayside, 77 Hoi Bun Road, Kwun Tong, Kowloon 九龍觀塘海濱道77號海濱匯12樓 hk.complaint.officer@jpmorgan.com |
| JPMorgan Chase Bank, National Association | Hong Kong Compliance | 2800 1717 | 2836 9733 | 12/F, The Quayside, 77 Hoi Bun Road, Kwun Tong, Kowloon 九龍觀塘海濱道77號海濱匯12樓 hk.complaint.officer@jpmorgan.com |
| Kasikornbank Public Company Limited | Senior Manager | 2526 6811 | 2868 4342 | Suite 3316, 33/F, China Merchants Tower, Shun Tak Centre, Central leung.t@kasikornbank.com www.kasikornbank.com |
| KBC Bank N.V. Hong Kong Branch 比利時聯合銀行 香港分行 | Complaint Officer 投訴主任 | 2879 3388 | 2879 3300 | 39/F, Central Plaza, 18 Harbour Road, Wanchai, Hong Kong 香港灣仔港灣道18號中環廣場39字樓 kbc_hk@kbc.be www.kbccorporates.com/hongkong |
| KDB Asia Limited 產銀亞洲金融有限公司 | Customer Complaint Officer | 2234 2151 | 2810 4447 | Suites 2005-2009, 20/F, Two International Finance Centre, 8 Finance Street, Central, Hong Kong 香港中環金融街8號國際金融中心二期2005-2009室 smartlks@kdb.co.kr |
| Kexim Asia Limited | Compliance Officer | 2810 0182 | 2810 4460 | Unit 1805 & 07, 18/F., Central Plaza, 18 Harbour Road, Wanchai, Hong Kong 香港灣仔港灣道, 18號, 中環廣場, 1805及07室 webmaster@keximasia.com.hk http://www.koreaexim.go.kr/hk/ |

| Authorized Institutions 認可機構 | Title of Complaint Handling Officer 處理投訴部門/職員 | Tel 電話 | Fax 傳真 | Address / Email / Website 地址 / 電郵 / 網站 |
|--|---|-------------------------|-----------|---|
| Kookmin Bank | Complaint Handling Manager | 2530 3633 | 2869 6650 | Suite 1101 and 1106, 11/F, Central Plaza, 18 Harbour Road, Wan Chai, Hong Kong 香港灣仔港灣道18號中環廣場11樓1101及1106室 kb144000@kbf.com https://global.kbstar.com/quics?page=oghk |
| KEB Hana Global Finance Limited 換銀韓亞環球財務有限公司 | ACE & Executive Director | 3589 7520 | 2865 1886 | Unit 6203A, Level 62, International Commerce Centre, 1 Austin Road West, Kowloon, Hong Kong seungyubbaek@hanafn.com |
| KEB Hana Bank 韓國外換銀行 | Complaint Handling Officer | 3578 5018 | 2116 1285 | Unit 6201, Level 62, International Commerce Centre, 1 Austin Road West, Kowloon, Hong Kong willis@hanafn.com |
| Land Bank of Taiwan Co., Ltd. Hong Kong Branch 臺灣土地銀行股份有限公司 香港分行 | Deputy General Manager 副理 | 3628 5903 | 2581 0777 | Unit 3101-6&12, Tower 1, The Gateway, 25 Canton Road, Tsimshatsui, Kowloon 九龍尖沙咀廣東道25號港威大廈第一座3101-6及12室 071584@landbank.com.tw lb502@landbank.com.tw |
| LGT Bank AG Hong Kong Branch LGT 皇家銀行(香港) | Head of Compliance | 2913 7329 | 2868 0059 | 4203 Two Exchange Square, 8 Connaught Place, Central, Hong Kong 香港中環交易廣場二座4203室 dominique.wu@lgt.com www.lgt.com |
| Livi Bank Limited | Head of Customer Service | 2929 2998 | | 28/F Oxford House, 979 King's Road, Quarry Bay, Hong Kong 香港鰂魚涌英皇道979號太古坊濠豐大廈28樓 livicare@livibank.com www.livibank.com |
| Macquarie Bank Limited 麥格理銀行有限公司 | Regional Head of Compliance, Asia | 3922 3554 | 3922 3748 | Level 18, One International Finance Centre, 1 Harbour View Street, Central, Hong Kong 香港中環港景街1號國際金融中心一期18樓 complaint.hk@macquarie.com www.macquarie.com.au |
| Malayan Banking Berhad 馬來亞銀行 | Head, Legal, Hong Kong | 3518 8882 | 3518 8889 | 29/F, Lee Garden Three, 1 Sunning Road, Causeway Bay, Hong Kong 香港銅鑼灣新寧道一號利園三期二十九樓 feedback@maybank.com www.maybank.com.hk |
| Mashreq Bank – Public Shareholding Company | Manager 經理 | 2905 5825 | 2521 4289 | Unit C1, 26 th Floor, United Centre, 95 Queensway, Hong Kong 香港金鐘道95號統一中心26樓C1室 ShekharWa@mashreq.com www.mashreqbank.com |
| Mega International Commercial Bank Co., Ltd. Hong Kong Branch 兆豐國際商業銀行股份有限公司 香港分行 | Head of Compliance | 2525 9687 (ext. 257) | 2525 9014 | Suite 2201, 22/F, Prudential Tower, The Gateway, Harbour City, 21 Canton Road, Tsimshatsui, Kowloon 九龍尖沙咀廣東道21號海港城港威大廈英國保誠保險大樓22樓 2201室 clarahung@megaicbc.com https://www.megabank.com.tw/abroad/hongkong/hongkong01.asp |

| Authorized Institutions 認可機構 | Title of Complaint Handling Officer 處理投訴部門/職員 | Tel 電話 | Fax 傳真 | Address / Email / Website 地址 / 電郵 / 網站 |
|---|---|------------------------|----------------|--|
| Melli Bank plc Hong Kong Branch | Complaint Officer | 3761 4444 | 2868 4692 | Suite 2010 - 2011 20/F Champion Tower, 3 Garden Road, Central, Hong Kong 香港中環花園道3號冠君大廈2010 - 2011室 info@hk.mellibank.com |
| Mitsubishi UFJ Trust and Banking Corporation Hong Kong Branch | Deputy General Manager | 2844 8002 | 2810 4123 | Suites 2102-7, Tower 6, The Gateway, Harbour City, 9 Canton Road, Tsim Sha Tsui, Kowloon, Hong Kong 九龍尖沙咀海港城港威大廈第6座2102-7室 yuji_otsuru@tr.mufg.jp |
| Morgan Stanley Bank Asia Limited 摩根士丹利銀行亞洲有限公司 | Complaint Officer | (852) 2239 1029 | (852)3748 0411 | Level 31, International Commerce Centre, 1 Austin Road West, Kowloon, Hong Kong hkpwmcomp@morganstanley.com www.morganstanley.com |
| Mizuho Bank, Ltd. | Complaint Officer | 2306 5890 2306 5870 | 2303 3939 | 12/F., K11 Atelier, 18 Salisbury Road, Tsim Sha Tsui, Kowloon, Hong Kong tomohiro.fukagata@mizuho-cb.iclnet.hk https://www.mizuhobank.com/index.html |
| Mox Bank Limited | Head of CS and Operations | 2888 8228 | | 21/F City Plaza Three, 14 Taikoo Wan Road, Taikoo, Hong Kong care@mox.com mox.com |
| MUFG Bank, Ltd. | Complaints Officer 負責處理投訴聯絡人 | 2862 7066 | 2219 2180 | 9/F, AIA Central, 1 Connaught Road, Central, Hong Kong 香港中環干諾道中1號友邦金融中心9樓 Complaint_Officer_Mailbox@hk.mufg.jp |
| Nanyang Commercial Bank, Limited 南洋商業銀行有限公司 | Manager, Quality Service | 3982 9960 | 2815 3333 | 151 Des Voeux Road, Central, Hong Kong 香港中環德輔道中151號 nanyang@ncb.com.hk www.ncb.com.hk |
| Nippon Wealth Limited | Legal & Compliance Department | 3958 8897 | 3958 8808 | Unit 1101-02 & 13B, 11/F, One Harbourfront, 18 Tak Fung Street, Hung Hom, Kowloon, Hong Kong customerfeedback@nipponwealth.com www.nipponwealth.com |
| National Australia Bank, Limited 澳大利亞國民銀行 | Head of Compliance & Regulatory Risk Asia | 2822 5348 | 2845 9251 | Suites 506-509 On Level 5 & Level 6, Three Pacific Place, 1 Queen's Road East, Hong Kong 香港皇后大道東1號太古廣場第3期5樓506-509室及6樓 Alice.fong@nabasia.com www.nationalaustraliabank.com |
| National Bank of Pakistan 巴基斯坦銀行 | Complaint Handling Officer (CHO) | 2541 5321 | 2845 1703 | Unit 1801-05, 18/F, ING Tower, 308-320 Des Voeux Road, Central, Hong Kong 香港中環德輔道中308-320號安泰金融中心18樓1801-05室 nbphongkong@nbp.hk |
| Natixis | Head of Compliance Asia Pacific | 3900 8043 | 2519 0045 | Level 72, International Commerce Centre, 1 Austin Road West, Kowloon, Hong Kong 香港九龍柯士甸道西1號環球貿易廣場72樓 Jonathan.phillips@natixis.com www.natixis.com |
| NatWest Markets N.V. | Complaint Officer | 2966 2207 | 3988 7094 | Unit 702 LHT Tower, 31 Queen's Road Central, Hong Kong 香港皇后大道中31號陸海通大廈702室 hk.customerresponse@rbs.com |

| Authorized Institutions 認可機構 | Title of Complaint Handling Officer 處理投訴部門/職員 | Tel 電話 | Fax 傳真 | Address / Email / Website 地址 / 電郵 / 網站 |
|--|---|-----------|-----------|--|
| NATWEST MARKETS PLC 國民西敏寺資本市場銀行有限公司 | Complaint Officer | 2966 2207 | 3988 7094 | Unit 702, LHT Tower, 31 Queen's Road Central, Hong Kong 香港皇后大道中 31 號陸海通大廈 702 室 hk.customerresponse@rbs.com |
| O-Bank Co., Ltd 王道商業銀行股份有限公司 | Head of Operations 作業組主管 | 3165 8899 | 3165 8871 | Unit 3210-14, 32/F, Gateway Tower 6, Harbour City, Canton Road, Tsim Sha Tsui, Kowloon 九龍尖沙咀廣東道海港城港威大廈第 6 座 32 樓 3210-14 室 HKFeedback@o-bank.com https://www.o-bank.com |
| OCBC Wing Hang Bank Limited 華僑永亨銀行有限公司 | Complaint Officer 投訴主任 | 3110 0590 | 2541 7459 | 161 Queen's Road Central, Hong Kong 香港中環皇后大道中 161 號 enquiry_hk@ocbcwh.com http://www.ocbcwhhk.com |
| ORIX Asia Limited 歐力士(亞洲)有限公司 | Complaint Handling Officer 投訴處理主任 | 2862 9223 | 2862 6779 | 25th Floor, Two Exchange Square, 8 Connaught Place, Central, Hong Kong 香港中環交易廣場 2 座 25 樓 complaint@orix.com.hk www.orix.com.hk |
| Oversea-Chinese Banking Corporation Ltd. 華僑銀行有限公司 | Head, Quality Assurance, Operational Risk Management & Compliance | 2840 6517 | 2537 3010 | 9/F, Nine Queen's Road, Central, Hong Kong 香港中環皇后大道中 9 號 9 樓 walterkwok@ocbc.com |
| Philippine National Bank 菲律賓國家銀行 | General Manager & Chief Executive | 2543 7780 | 2525 3107 | Unit 902, 9/F, Tung Wai Commercial Building, 109-111 Gloucester Road, Wanchai, Hong Kong 香港灣仔告士打道 109-111 號東惠商業大廈 9 樓 2 室 domingowe@pnb.com.ph |
| Pictet & Cie (Europe) S.A., Hong Kong Branch | Head of Compliance 合規部 | 3191 1011 | 3191 1808 | 9/F, Chater House, 8 Connaught Road Central, Hong Kong syuen@pictet.com www.pictet.com |
| Ping An OneConnect Bank (Hong Kong) Limited | Head of Operations | 3762 9900 | | Room 1903 - 1904, NEO, 123 Hoi Bun Road, Kwun Tong, Kowloon, Hong Kong paob_feedback@pingan.com https://www.paob.com.hk/ |
| PT. Bank Mandiri (Persero) Tbk Hong Kong Branch | Internal Control & Compliance Manager | 2863 3977 | 2877 0735 | 7/F, Far East Finance Centre, 16 Harcourt Road, Hong Kong 香港夏慤道 16 號遠東金融中心 7 字樓 complaint@bankmandirihk.com www.bankmandirihk.com |
| PT. Bank Negara Indonesia (Persero) Tbk. | Complaint Officer | 2861 8602 | 2865 6500 | G/F, Far East Finance Centre, 16 Harcourt Road, Hong Kong 香港夏慤道 16 號遠東金融中心地下 dgm@bnihk.com |
| Public Bank (Hong Kong) Limited 大眾銀行(香港)有限公司 | Complaint Officer 投訴主任 | 2853 4778 | 2815 7366 | Public Bank Centre, 120 Des Voeux Road, Central, Hong Kong 香港中環德輔道中 120 號大眾銀行中心 opinion@publicbank.com.hk www.publicbank.com.hk |

| Authorized Institutions 認可機構 | Title of Complaint Handling Officer 處理投訴部門/職員 | Tel 電話 | Fax 傳真 | Address / Email / Website 地址 / 電郵 / 網站 |
|---|--|------------------------|-----------------|---|
| Public Finance Limited 大眾財務有限公司 | Complaints Officer 投訴主任 | 2848 1888 2525 9351 | 2530 5199 | 11/F, Wing On House, 71 Des Voeux Road, Central, Hong Kong 香港中環德輔道中 71 號永安集團大廈 11 樓 complaints@publicfinance.com.hk www.publicfinance.com.hk |
| Punjab National Bank | Alternative Chief Executive | 2970 4819-101 | 2970 4289 | Unit 1003, 10 th Floor, Li Po Chun Chambers, 189, Des Voeux Road, Central, Hong Kong 香港上環德輔道中 189 號李寶椿大廈十樓 1003 室 rajeshkumar@pnbhongkong.com www.pnbhongkong.com |
| RBC Investor Services Bank S.A Hong Kong Branch | Compliance Department | 2978 5617 | | 15/F, Cheung Kong Center, 2 Queen's Road, Central, Hong Kong 香港中環皇后大道中 2 號長江集團中心 15 樓 hkcompliance@rbc.com www.rbcits.com |
| Royal Bank of Canada Hong Kong Branch 加拿大皇家銀行 | Regional Head of Compliance, Asia Pacific | 2842 6681 | 2297 3663 | 41st and 42nd Floor, One Taikoo Place, Tai Koo Place, 979 King's Road, Quarry Bay, Hong Kong simon.wong@rbccm.com |
| Scotiabank (Hong Kong) Limited | Vice President and Head of GBM&T Compliance APAC | 2861 4145 | 2527 2527 | 25th Floor, United Centre, 95 Queensway, Admiralty, Hong Kong 香港金鐘道 95 號統一中心 25 樓 wilfred.yeung@scotiabank.com www.scotiabank.com |
| Shanghai Commercial Bank Limited 上海商業銀行有限公司 | Senior Vice President, Head of Operational Risk | 2841 5468 | 2191 4970 | 2/F, Island Place Tower, 510 King's Road, North Point, Hong Kong Contact@shacombank.com.hk www.shacombank.com.hk |
| Shanghai Pudong Development Bank Co., Ltd. Hong Kong Branch 上海浦東發展銀行股份有限公司香港分行 | Head of Legal and Compliance Department 法律及合規部主管 | 2996 5569 | 3997 1334 | 30 th Floor, SPD Bank Tower, One Hennessy, 1 Hennessy Road, Hong Kong 香港軒尼詩道 1 號浦發銀行大廈 30 樓 complaints-hk@spdb.com.cn http://www.spdb.com.cn |
| Shiga Bank Limited (The) | Deputy General Manager 次長 | 2845 6548 | 2845 7933 | Unit 1001, 10/F., Henley Building, 5 Queen's Road Central, Hong Kong hk@shigagin.com www.shigagin.com |
| Shinhan Bank Hong Kong Branch | Complaint Officer 投訴主任 | (852) 2867 0114 | (852) 2877 2460 | Unit 7703, Level 77, International Commerce Centre, 1 Austin Road West, Kowloon, Hong Kong 香港九龍柯士甸道西 1 號環球貿易廣場 77 樓 7703 室 bbincen@shinhan.com |
| Shizuoka Bank, Ltd. (The) 靜岡銀行 | Middle Office 投訴組 | 2521 6547 | 2845 9257 | Suite 1010, 10/F, Chater House, 8 Connaught Road, Central, Hong Kong 香港中環干諾道中 8 號遮打大廈 10 樓 1010 室 shizugin@shizuokabank.com.hk |
| Siam Commercial Bank Public Company Ltd. (The) Hong Kong Branch | Compliance Officer | 2524 4085 | 2845 0293 | Suite 3209, Jardine House, 1 Connaught Place, Central, Hong Kong 香港中環康樂廣場 1 號怡和大廈 3209 室 man-shing.Chiu@scb.co.th |

| Authorized Institutions 認可機構 | Title of Complaint Handling Officer 處理投訴部門/職員 | Tel 電話 | Fax 傳真 | Address / Email / Website 地址 / 電郵 / 網站 |
|---|---|-----------------------|-----------|---|
| Skandinaviska Enskilda Banken AB | Head of Compliance | 3159 2860 | 3159 2808 | 17 th floor, Jardine House, 1 Connaught Place, Central, Hong Kong 香港中環康樂廣場1號怡和大廈17樓 nicholas.chan@seb.se www.seb.se/mb |
| Societe Generale 法國興業銀行 | Head of Compliance, Hong Kong | 2166 4129 | 2166 4651 | Level 38, Three Pacific Place, 1 Queen's Road East, Hong Kong 香港皇后大道東1號太古廣場三座38樓 list.hkg-compliance-complaint@sgcib.com www.sgcib.com |
| Standard Chartered Bank (Hong Kong) Limited 渣打銀行(香港)有限公司 | Manager, Client Experience 經理 - 客戶經驗部 | 2282 6099 | 2535 4282 | GPO Box 21, Hong Kong Standard Chartered Bank (Hong Kong) Limited, Client Experience, Retail Banking 香港郵政總局21號信箱渣打銀行(香港)有限公司 -- 客戶經驗部 customer.feedback@sc.com www.standardchartered.com.hk |
| State Bank of India Hong Kong Branch 印度國家銀行 香港分行 | Chief Operating Officer | 2597 1212 | 2868 1966 | 15 th Floor, Central Tower, 28 Queen's Road Central, Hong Kong 香港中環皇后大道中28號中匯大廈15樓 coo.hk@statebank.com www.sbihongkong.com |
| State Street Bank and Trust Company Hong Kong Branch | Assistant Vice President | 2840 5439 | 2868 1606 | 68/F, Two IFC, 8 Finance Street, Central, Hong Kong 香港中環金融街8號國際金融中心二期68樓 wpchristina@statestreet.com www.statestreet.com |
| Sumitomo Mitsui Trust Bank Limited, Hong Kong Branch | Head of Compliance 合規部主管 | 2801 8577 | 2523 5833 | 25/F., AIA Central, 1 Connaught Road, Central, Hong Kong 香港中環干諾道中1號友邦金融中心25樓 Tang_William@smtb.jp |
| Sumitomo Mitsui Banking Corporation | Joint General Manager 副支店長 | 2206 2006 | 2206 2992 | 8 th Floor, One International Finance Centre, 1 Harbour View Street, Central, Hong Kong 香港中環港景街1號國際金融中心一期8樓 hikaru_hirata@hk.smbc.co.jp |
| Svenska Handelsbanken AB (publ) 瑞典商業銀行 | Head of Administration and HR | 2868 2131 | 2868 4339 | 1608 Sun Hung Kai Centre, 30 Harbour Road, Wan Chai, Hong Kong 香港灣仔港灣道30號新鴻基中心1608室 comp.hk@handelsbanken.hk www.handelsbanken.se |
| Tai Sang Bank Ltd. 大生銀行有限公司 | Complaint Officer | 2853 0878 | 2545 5242 | 3/F, Tai Sang Bank Building, 130-132 Des Voeux Road, Central, Hong Kong 香港中環德輔道中130-132號大生銀行大廈3樓 opinion@taisangbank.com.hk www.taisangbank.com.hk |
| Tai Yau Bank, Limited 大有銀行有限公司 | Manager 經理 | 2522 9002 ext. 211 | 2522 3296 | 29/F, Tai Tung Building, 8 Fleming Road, Wanchai, Hong Kong 香港灣仔菲林明道8號大同大廈29樓 taiyaub@netvigator.com |

| Authorized Institutions 認可機構 | Title of Complaint Handling Officer 處理投訴部門/職員 | Tel 電話 | Fax 傳真 | Address / Email / Website 地址 / 電郵 / 網站 |
|--|---|------------------------|-----------|---|
| Taipei Fubon Commercial Bank Co., Ltd. 台北富邦商業銀行股份有限公司 | Head of Legal & Compliance | 2822 7700 | 2810 4483 | 16/F, K11 Atelier, Victoria Dockside, 18 Salisbury Road, Tsim Sha Tsui, Kowloon, Hong Kong 九龍尖沙咀梳士巴利道18號 Victoria Dockside K11 Atelier 16樓 hkb-enquire.bank@fubon.com www.taipeifubon.com |
| Taishin International Bank Co., Ltd. 台新國際商業銀行股份有限公司 | VP - Head of Legal & Compliance | 2972 9663 | 2234 9293 | 6/F, Sun Life Tower, The Gateway, 15 Canton Road, Tsimshatsui, Kowloon 九龍尖沙咀廣東道15號港威大廈永明金融大樓6樓 joe_shih@taishinbank.com.hk |
| Taiwan Business Bank, Ltd 臺灣中小企業銀行股份有限公司 | Deputy General Manager | 2802 3656 | 2511 6791 | Suite 2705-09, 27/F., Tower 6, The Gateway, Harbour City, KLN 香港九龍尖沙咀廣東道9號港威大廈第6座27樓2705~2709室 b901a@mail.tbb.com.tw |
| The Shanghai Commercial & Savings Bank, Ltd. 上海商業儲蓄銀行 | Senior Compliance Manager | 3960 1191 | 2196 1022 | 10/F, Peninsula Office Tower, 18 Middle Road, Tsimshatsui, Kowloon 九龍尖沙咀中間道18號半島大廈10樓 tonymak@scsb.com.tw http://www.scsb.com.hk |
| Taiwan Cooperative Bank, Ltd | Complaint Officer 投訴主任 | 3588 6901 | 3588 6906 | Suite 1303-1310, 13/F, Everbright Centre, 108 Gloucester Road, Wanchai, Hong Kong 香港灣仔告士打道108號光大中心13樓1303-1310室 FLEISSIG@tcb-bank.com.tw http://www.tcb-bank.com.hk |
| Taiwan Shin Kong Commercial Bank Co., Ltd. Hong Kong Branch 臺灣新光商業銀行 香港分行 | Alternate Chief Executive 替代行政總裁 | 3557 4601 | 2956 2180 | Suites 1502-07, 15/F, Tower 2, The Gateway, 25 Canton Road, Tsim Sha Tsui, Kowloon, Hong Kong 香港九龍尖沙咀廣東道25號港威大廈第2座15樓1502-07室 joyceLcchang@skbank.com.tw https://www.skbank.com.tw/hk/index.asp |
| Toronto-Dominion Bank Hong Kong Branch 多倫多道明銀行 香港分行 | Chief Operating Officer | 2846 4111 | 2845 9191 | Suite 2210, 2 Pacific Place, 88 Queensway, Hong Kong 香港金鐘道88號太古廣場第二期22樓10室 tammy.f.wong@td.com www.td.com |
| UBS AG 瑞士銀行 | Complaints Officer | 2971 7797 | 2971 7066 | 8/F, Infinitus Plaza, 199 Des Voeux Road Central, Sheung Wan, Hong Kong jessie.greer@ubs.com www.ubs.com |
| Union Bancaire Privée, UBP SA Hong Kong Branch | Head of Compliance Hong Kong | 3701 9762 | 3701 9668 | 26/F AIA Central, 1 Connaught Road, Central, Hong Kong pi.szeto@ubp.com www.ubp.com |
| UCO Bank | Alternative Chief Executive | 2524 9240 2523 5586 | 2810 6954 | Unit 4102-06, 41/F, COSCO Tower, 183 Queen's Road, Central, Hong Kong 香港中環皇后大道中183號中遠大廈41樓4102-06室 hkmain@ucobank.co.in www.ucobankhongkong.com |

| Authorized Institutions 認可機構 | Title of Complaint Handling Officer 處理投訴部門/職員 | Tel 電話 | Fax 傳真 | Address / Email / Website 地址 / 電郵 / 網站 |
|--|--|-------------------------------------|-----------|---|
| UniCredit Bank AG 裕信(德國)銀行股份有限公司 | Head of Asia Pacific Region | 2533 4188 | 2533 4788 | 25/F, Man Yee Building, 68 Des Voeux Road, Central, Hong Kong 香港中環德輔道中68號萬宜大廈25樓 Michele.Amadei@unicredit.eu www.unicreditgroup.eu |
| United Overseas Bank Ltd. 大華銀行有限公司 | Senior Vice President, Compliance | 2820 6620 | 2810 5506 | 23/F, 3 Garden Road, Central, Hong Kong Joseph.LauTC@UOBgroup.com www.uob.com.hk |
| Union Bank of India | Alternate Chief Executive | 2524 2383 2524 2389 2524 2398 | 2524 2223 | Suite No 1903-1904, 19/F, 9 Queen's Road Central, Hong Kong 香港中環皇后大道中9號19樓1903-1904室 ace.hk@unionbankofindia.com hongkongbranch@unionbankofindia.com www.unionbankofindia.co.in/ |
| Vietnam Finance Company Limited 越南財務有限公司 | Compliance Manager | 2865 3905 | 2866 0007 | Room 1601, 16/F, Golden Star Building, 20 Lockhart Road, Hong Kong 香港駱克道20號金星大廈16樓1601室 vfccoma@biznetvigator.com |
| Welab Bank Limited | Head of Customer Centre (Primary) Head of Business Control (Deputy) | 3898 6988 | | 23/F, K11 Atelier King's Road, 728 King's Road, Quarry Bay, Hong Kong 鯉魚涌英皇道728號K11 ATELIER 23樓 wecare@welab.bank https://www.welab.bank/ |
| Wells Fargo Bank, National Association Hong Kong Branch | Compliance Manager | 2509 6084 | 2105 5501 | 27/F, Three Pacific Place, 1 Queens Road East, Hong Kong hkbranchcompliance@wellsfargo.com www.wellsfargo.com |
| Westpac Banking Corporation 西太平洋銀行 | Head of Compliance, Hong Kong | 2842 9812 | 2840 1645 | 16/F, York House, The Landmark, 15 Queen's Road Central, Hong Kong 香港中環皇后大道中15號置地廣場約克大廈16樓 hkgcompliance@westpac.com.au www.westpac.hk |
| Woori Bank | Manager | 2160 0210 | 2526 7458 | Suite 1401, Two Pacific Place, 88 Queensway, Hong Kong 香港金鐘道88號太古廣場第二座1401室 clride1902@wooribank.com |
| Woori Global Markets Asia Limited 友利投資金融有限公司 | Managing Director, Head of Business Support Unit | 3763 0822 | 3763 0808 | Rooms 1907-1909, 19 Floor, Gloucester Tower, The Landmark, 15 Queen's Road Central 香港皇后大道中15號置地廣場告羅士打大廈19樓1907-1909室 Sungjin.sim@wooriglobal.com.hk |
| Yuanta Commercial Bank Co., Ltd 元大商業銀行股份有限公司 | Complaint Handling Officer 投訴處理專員 | 2511 1719 Ext 110 | 2511 1897 | Room 2508, 25/F, Tower 1, Admiralty Centre, No.18 Harcourt Road, Hong Kong 香港夏慤道18號海富中心一座25樓2508室 HK_Complain.bank@yuantabank.com.hk http://ebank.yuantabank.com.hk/COMMON |

| Authorized Institutions 認可機構 | Title of Complaint Handling Officer 處理投訴部門/職員 | Tel 電話 | Fax 傳真 | Address / Email / Website 地址 / 電郵 / 網站 |
|---------------------------------|---|-----------|-----------|---|
| ZA Bank Limited 眾安銀行有限公司 | Compliance Director | 3665 3665 | | Unit 1301, Level 13, Core F, Cyberport 3, 100 Cyberport Road, Hong Kong 香港數碼港道100號數碼港3座F區資訊科技大道13樓1301室 Bank.opinion@za.group https://bank.za.group/ |