HONG KONG MONETARY AUTHORITY
香港金融管理局

Complaint Form
in relation to SVF Licensees

- **Please fill out this form by providing information that can allow us to contact you for clarification or requesting further information where necessary, and enable us to identify the subject matters of your complaint.**

- For details about the HKMA's role and procedures for complaint handling, please read "Complaints about SVF Licensees"of the HKMA's website (www.hkma.gov.hk).

1. Information related to you:

Name / Company name* _____ (Mr / Mrs / Ms*)

Telephone no. _____ Email (Optional) _____

Correspondence address (Optional) _____

_____

*delete where appropriate.

2. Who are you complaining about?

Name of the licensee _____ Licensee No. _____ (if any)

Concerned service / product _____ (if any) Contact Person _____ (if any)

3. What is your complaint about?

Please describe precisely in point form all the matters you are not satisfied with:

- _____
- _____
- _____
- _____

Please describe the incident(s) giving rise to your complaint, preferably in chronological order.
It will help us handle your complaint if you can provide us with relevant information such as the date, time, place, identity of the parties involved and a copy of the relevant documents.

(If you need more space, please continue on a separate piece of paper and attach it to this form.)

Please provide details of the card / account ("account") or transaction involved in your complaint:

Account no. _____ Name of account holder _____

Transaction details: _____

(Including transaction reference number / time / payees / counterparts, as appropriate)

Transaction date (dd/mm/yyyy) _____ Disputed amount (Transaction amount / Loss / Fee*) _____

(If your complaint involves multiple accounts/transactions, please list them on a separate piece of paper and attach it to this form.)
*delete where appropriate.

4. Have you lodged a complaint with the licensee?

No ☐ Yes ☐ Licensee's complaint reference no. (if yes) _____

(If the licensee has handled your complaint and replied to you in writing, please attach a copy of it to this form.)

5. Consent to disclose your information and personal data

I would like the HKMA to consider and handle my complaint.

- I understand and agree that all information and personal data supplied by me will be used for purposes related to the handling and/or investigation of my complaint and the discharge of the HKMA's statutory functions;
- I understand and agree that the HKMA may disclose or transfer the information and personal data supplied by me to third parties (1) for purposes related to the handling and/or investigation of my complaint, including the licensee and/or its staff who are the subject of the complaint and other relevant regulators, authorities and law enforcement agencies; and (2) where permitted or required by law;
- I understand that should I wish to request access to or correction of my personal data held by the HKMA, I may do so in writing to the Personal Data Privacy Officer of the HKMA at the address shown below. The HKMA may charge a reasonable fee for complying with a data access request; and
- I understand that I am not obliged to supply the HKMA with information and personal data and agree to do so on a voluntary basis. If the information or personal data provided by me are not accurate or complete, the processing of my complaint may be affected.

If you wish to appoint a representative, please complete the following:

I authorise _____ (Name)

Correspondence address / Email _____

and Telephone no. _____ to submit information and to enquire about the progress of my complaint.
*delete where appropriate.

Please sign below when you submit the completed form by post, by fax, by hand, or by emailing us the scanned copy of the form.

Signature	**Signature of authorised representative (if applicable)**	**Date**

(If the complaint is lodged by a company, the complaint form must be signed by a director or a representative of the company with authority to sign and to give the consent in part 5 on behalf of the company and stamped with the company chop.)

If you send the completed form in PDF format without signature through email to us, please check the box below.

☐ By selecting this box, I understand that when I submit my complaint form in editable PDF format via email transmission to the HKMA without signature, I give my consent to the HKMA in relation to section 5 above regarding the information supplied by me and my personal data as if I am signing this form.

Please submit this completed form and supporting papers in person to the drop box at the concierge desk located in the HKMA lobby or by post:

By Fax: 2887 2234
By Email: SVFComplaintEnquiry@hkma.gov.hk
For enquiries, please call: 2878 1188

Currency & Retail Payments Division
Hong Kong Monetary Authority
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Hong Kong