

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

(Last update: 14 January 2019)

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
Allahabad Bank	ACEO	2523 8366	2523 3553	1908-09, Tower One, Lippo Centre, Admiralty, Hong Kong 香港金鐘力寶中心第一座1908-09室 brhk@allahabadbank.com.hk
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
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 美國銀行證券亞洲有限公司	Complaints Officer	3508 3661	3009 0925	52 nd 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52樓 Irene.chu@baml.com
Banca Monte dei Paschi di Siena S.p.A.	Complaint Officer	2295 2814	2295 3131	Suite 2305-2313, 23/F, Citic Tower, 1 Tim Mei Avenue, Central, Hong Kong 香港中環添美道1號中信大廈23樓2305-13室 Edmund.yung@mps.it
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 general@bbva.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
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 2682	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@juliusbauer.com www.juliusbauer.com
Bank of America, National Association	Customer Compliant Officer	3508 2133	3508 2181	L20, Tower 2, Kowloon Commerce Centre, 51 Kwai Cheong Road, Kwai Chung, Hong Kong 香港葵涌葵昌路 51 號九龍貿易中心 2 座 L20 asia.hk.contact2@baml.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 Global Funding Team Senior Product Manager of Investment Banking & Asset Management Team	3982 8815 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 zhengzehui@bocgroup.com zhangxiaojing@bocgroup.com
Bank of China (Hong Kong) Limited 中國銀行(香港)有限公司	Deputy General Manager (ORM and Complaints Handling)	8206 2389	2332 3328	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
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 www.bankcomm.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
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 14, Three Pacific Place, 1 Queen's Road East, Hong Kong 香港皇后大道東 1 號太古廣場第三座 14 樓 Diana.che@bnymellon.com www.bnymellon.com
Bank of Nova Scotia (The) Hong Kong Branch 加拿大豐業銀行	Director, Regional AML & Regulatory Initiatives of Compliance Asia Pacific	2861 4191	2527 2527	25/F, United Centre, 95 Queensway, Hong Kong 香港金鐘道95 號統一中心25 樓 jacky.leung@scotiabank.com www.scotiabank.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
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
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

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
Barclays Bank plc 巴克萊銀行	Complaint Officer	2903 4058	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	Head of Compliance, Greater China	2825 1116	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 peter.s.yu@asia.bnpparibas.com www.bnpparibas.com.hk
BNP Paribas Securities Services Hong Kong Branch	Head of Compliance, Operational Risk and Permanent Control	2108 6406	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 michael.m.wong@asia.bnpparibas.com www.securities.bnpparibas.com
Bank of China International Limited 中銀國際有限公司	The Complaint Officer	3988 6528	2147 9059	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 calvin.wong@bocigroup.com
BPI International Finance Limited	Head of Operations	2521 1155	2845 9170	23 rd Floor Entertainment Building, 30 Queen's Road Central, Hong Kong lfmonsanto@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/
Cathay United Bank Company, Limited 國泰世華商業銀行股份有限公司	Alternate Chief Executive	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@cathaybk.com.hk 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

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
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
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
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 (Head), Legal & Compliance Department	3697 7189	2530 4083	33/F, One International Finance Centre, 1 Harbour View Street, Central, Hong Kong chenhua@cdb.com.hk
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 Compliance Manager	3123 9576	2250 3940	17 th & 30 th Floor, Far East Finance Centre, 16 Harcourt Road, Hong Kong 香港夏慤道16號遠東金融中心30樓及17樓 compliance@cebbank.com.hk www.cebbank.com.hk
China Merchants Bank Co., Ltd. 招商銀行股份有限公司	President & Chief Executive 行長	3118 8909	3111 0801	21/F, Bank of America Tower, 12 Harcourt Road, Central, Hong Kong 香港中環夏慤道12號美國銀行中心21樓 complaintcentre@cmbchina.com http://hk.cmbchina.com
China Minsheng Banking Corp.Ltd. 中國民生銀行股份有限公司	Head of Legal and Compliance 法律合規部主管	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
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@ctbcbank.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
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)	Client Advocacy Manager 客戶關係管理經理	Non-Collection related : 2962 8819 Collection related : 2962 8100		PO Box 20151 Hennessy Road Post Office Hong Kong 香港軒尼詩道郵局郵政信箱 20151 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	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	Deputy General Manager, Operations Process and Compliance 副總經理, 營運流程及 合規	3603 2333	3603 4770	Service Quality Department, Operations & Technology 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
Commerzbank AG Hong Kong Branch 德國商業銀行	Head of Compliance	3988 0665	3988 0900	15/F Lee Garden One, 33 Hysan Avenue, Causeway Bay, Hong Kong ming.lau@commerzbank.com

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Commonwealth Bank of Australia 澳洲聯邦銀行	Legal Counsel	+852 2844 7500	+852 2845 9194	13/F 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	32-33/F, Three Pacific Place, 1 Queen's Road East, Hong Kong 香港皇后大道東1號太古廣場3座32-33字樓 Christopher.Mark.Davies@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	18/F, Fortis Tower, 77-79 Gloucester Road, Wanchai, Hong Kong 香港灣仔告士打道77-79號富通大廈18樓 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	Vice President, Compliance and Regulatory Affairs	3969 5339	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 carina.lee@credit-suisse.com www.credit-suisse.com/hk/privatebanking/en/
Credit Industriel et Commercial	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
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.	Vice President, Customer Experience	3668 9498	2806 5312	18/F, The Center, 99 Queen's Road Central, Hong Kong 香港皇后大道中99號中環中心18樓 ibg-hkce@db.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
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	Head of Compliance	2298 3289	2298 3300	18/F, International Commerce Centre, 1 Austin Road West, Kowloon, Hong Kong 九龍1柯士甸道西環球貿易廣場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
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 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	Rm 1101, 11/F, Hutchison House, 10 Harcourt Road, Central, Hong Kong 香港中環夏慤道10號和記大廈11樓1101室 gm.hk@mail.firstbank.com.tw www.firstbank.com.tw

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
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
Gunma Finance (Hong Kong) Limited 群馬財務(香港)有限公司	Senior Manager	2523 0236	2521 8733	Suite 608, Tower 1, The Gateway, Harbour City, 25 Canton Road, Tsim Sha Tsui, Kowloon 九龍尖沙咀廣東道 25 號海港城港威大廈第 1 座 608 室 gunma@gunmafinance.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
Habib Finance International Limited	Compliance Officer	2521 3099	2522 2729	602, 6/F, Miramar Tower, 132 Nathan Road, Tsim Sha Tsui, Kowloon 九龍尖沙咀彌敦道 132 號美麗華大廈 6 樓 602 室 matthew.chan@hbl.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 Quality Assurance	2997 3363	3409 1235	12/F Hang Seng 113, 113 Argyle Street, Mongkok, Hong Kong qad@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
Henderson International Finance Limited 恒基國際財務有限公司	Assistant Manager	2908 8593	2877 0612	76/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 76 樓 Patrick.ho@hld.com
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

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
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	<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>	<p><i>For complaints related to(i) Retail Banking and Wealth Management or (ii) Commercial Banking, pls refer to the contact details below :</i> 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</p> <p><i>For complaints related to Global Banking and Markets, pls refer to the contact details below :</i> Level 19, HSBC Main Building, 1Queen's Road, Central, Hong Kong 香港中環皇后大道中 1 號滙豐總行大廈 19 樓 feedbackgbm@hsbc.com.hk</p>

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>	<p><i>For complaints related to(i) Retail Banking and Wealth Management or (ii) Commercial Banking, pls refer to the contact details below :</i> 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</p> <p><i>For complaints related to Global Banking and Markets, pls refer to the contact details below :</i> Level 19, HSBC Main Building, 1Queen’s Road, Central, Hong Kong 香港中環皇后大道中 1 號滙豐總行大廈 19 樓 feedbackgbm@hsbc.com.hk</p>
HSBC Private Bank (Suisse) SA Hong Kong Branch 滙豐私人銀行(瑞士)有限公司 香港分行	Regional Head of Business Services	3604 7500	2868 0065	Level 13, 1 Queen’s Road, Central, Hong Kong 香港中環皇后大道中 1 號 13 樓 quality.service.center.pbrs@hsbcpb.com www.hsbcprivatebank.com
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	2824 0288	2824 2573	Suite 5601-03, 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
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 hkcusercontent@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 jobsm@netvigatator.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	39/F ICBC Tower, 3 Garden Road, Central, Hong Kong 香港中環花園道3號花旗銀行廣場中國工商銀行大廈39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 complianceibk@ibk.co.kr
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
ING Bank N.V.	Head of Compliance, Hong Kong	2913 8130	2848 9619	8th Floor, Three Pacific Place, 1 Queen's Road East, Hong Kong shanyan.guan@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	34/F, One Island East, 18 Westlands Road, Island East, Hong Kong. 香港港島東鰂魚涌華蘭路18號港島東中心34樓 hk.complaint.officer@jpmorgan.com
JPMorgan Chase Bank, National Association	Hong Kong Compliance	2800 1717	2836 9733	34/F, One Island East, 18 Westlands Road, Island East, Hong Kong. 香港港島東鰂魚涌華蘭路18號港島東中心34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

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
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/
Kookmin Bank	Complaint Handling Manager	2103 9904	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 mg.seo@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	Executive Director	3589 7514	2865 1886	Unit 5-10, 29/F., Dah Sing Financial Centre, 108 Gloucester Road, Wanchai, Hong Kong ajk@keb.co.kr
KEB Hana Bank 韓國外換銀行	Senior Manager	3578 5018	2116 1285	32/F, Far East Finance Centre, 16 Harcourt Road, Hong Kong 香港夏慤道 16 號遠東金融中心 32 樓 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 068582@landbank.com.tw lbothk@netvigator.com
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
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

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
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
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 tadashi.nakajima@tr.mufg.jp
Morgan Stanley Asia International Limited	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.	Joint General Manager	2306 5201	2303 3905	12/F., K11 Atelier, 18 Salisbury Road, Tsim Sha Tsui, Kowloon, Hong Kong koichi.asano@mizuho-cb.com https://www.mizuhobank.com/index.html
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
National Australia Bank, Limited 澳大利亞國民銀行	Head of Compliance & Risk Governance Asia	2822 5348	2845 9251	Level 27, One Pacific Place, 88 Queensway, Hong Kong 香港金鐘道88號太古廣場第一座27樓 alice.fong@nabasia.com www.nabasia.com
First Abu Dhabi Bank PJSC	Head of Compliance	3413 4331	3413 4343	18/F, Nine Queen's Road Central, Hong Kong Pauljohn.shelton@bankfab.com https://www.bankfab.com/en-hk/cib
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	Managing Director, Regional Head of Compliance, Asia Pacific	3900 8582		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 joerg.augsburg@natixis.com www.natixis.com
ORIX Asia Limited 歐力士(亞洲)有限公司	Complaint Handling Officer 投訴處理主任	2820 8002	2862 6702	25th Floor, Two Exchange Square, 8 Connaught Place, Central, Hong Kong 香港中環交易廣場2座25樓 customerservice@orix.com.hk www.orix.com.hk www.orix.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
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
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
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	Head of Compliance, Hong Kong	2842 6681		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 simon.wong@rbccm.com
NatWest Markets N.V.	Complaint Officer	3961 3867	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	3961 3867	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
Scotiabank (Hong Kong) Limited	Director & Head of Compliance, Greater China	2861 4145	2527 2527	25/F, United Centre, 95 Queensway, Hong Kong 香港金鐘道95號統一中心25樓 bns.hongkong@scotiabank.com www.scotiabank.com
Shanghai Commercial Bank Limited 上海商業銀行有限公司	Senior Vice President, Head of Risk Management	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 & Compliance Department 法律及合規部主管	2996 5569	3997 1334	15/F, Bank of America Tower, 12 Harcourt Road, Central, Hong Kong 香港中環夏慤道12號美國銀行中心15樓 complaints-hk@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 Asia Limited 新韓亞洲金融有限公司	Compliance Officer 合規主任	3717 0700	2810 1426	Unit 7704, 77/F, International Commerce Centre, No.1, Austin Road West, Kowloon, Hong Kong stevetsui@shinhan.com www.shinhan.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
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 Hong Kong 法國興業銀行	Regional Head of Compliance Asia	2166 4919	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 Evelyn.Yu@sgcib.com www.sgcib.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
ICBC Standard Bank Plc Hong Kong Branch	Senior Manager, Compliance 高級經理	2501 8066	2501 8040	Suite 3218, 32th Floor, Two Pacific Place, 88 Queensway, Admiralty, Hong Kong 香港金鐘道88號太古廣場二座32樓3218室 fiona.chan@icbcstandard.com www.icbcstandard.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號中滙大廈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 2002	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 koichiro.yui@smbc.com.hk
Svenska Handelsbanken AB (publ) 瑞典商業銀行	Head of Administration and HR	2868 2131	2868 4339	Room 2008 Hutchison House, 10 Harcourt Road, Central, Hong Kong 香港夏慤道10號和記大廈2008室 comp.hk@handelsbanken.hk www.handelsbanken.se
Yuanta Commercial Bank Co., Ltd 元大商業銀行股份有限公司	Alternate Chief Executive 分行副行長	2511 1719 Ext 110	2511 1897	Suite 3418, 34/F Two Pacific Place 88 Queensway Hong Kong 香港金鐘道88號太古廣場二座34樓3418室 HK_Complain.bank@yuanta.com
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	Customer Complaint Officer	2822 7730	2810 4483	16/F, K11 Atelier, Victoria Dockside, NO. 18 Salisbury Road, Tsim Sha Tsui, Kowloon 九龍尖沙咀梳士巴利道18號 Victoria Dockside K11 Atelier 16樓 chingfung.tsoi@fubon.com www.taipeifubon.com
Taishin International Bank Co., Ltd. 台新國際商業銀行股份有限公司	AVP, Legal & Compliance	2280 9943	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 dickson_fong@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 b901g@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	3712-3174	2971 7066	42/F., Tower 1, Exchange Square, 8 Connaught Road, Central, Hong Kong carmen.chow@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
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
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
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 cmbwlb@cmbwinglungbank.com www.cmbwinglungbank.com
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	Executive Director, Head of Business Support Unit	3763 0861	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 kwangil.kim@wooriglobal.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
Nippon Wealth Limited	Head of Legal & Compliance Department	3958 8896	3958 8808	Unit 1101-02 & 13B, 11/F, One Harbourfront, 18 Tak Fung Street, Hung Hom, Kowloon, Hong Kong felix.kwan@nipponwealth.com www.nipponwealth.com
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