



Please complete this form if you wish to make a complaint with the Hong Kong Monetary Authority (HKMA) against a licensed bank, restricted licence bank or deposit-taking company (collectively referred to as banks). Before you make a complaint, please read the [frequently asked questions](#) on the webpage “Complaints about Banks” of the HKMA’s website (www.hkma.gov.hk) which explain the HKMA’s role and procedures in handling complaints.

1. Who is making the complaint?

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

Identity document no. (first 4 digits) (HKID / Passport / Travel document*)

Company’s authorised representative (if applicable) (Mr / Mrs / Ms*)

Correspondence address

Email address Telephone no.

Preferred method of written communication with the HKMA (By post / email*)

If the complaint is lodged by a company, please provide the following information

When was the company established? Was the company incorporated in Hong Kong? No Yes

What business does it conduct?

**please select as appropriate.*

2. Who are you complaining about?

Name of the bank Branch / Department

Name of the staff Job title

(If you have a business card of the staff, please attach a copy of it to this form.)

Please provide details of the account or transaction involved in your complaint

Account no. Name of account holder

Account type (e.g. Current / Savings / Time deposit / Loan / Securities / Credit card, etc.)

Product name

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

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

**please select as appropriate.*

Have you lodged a complaint with the bank?

No Yes Bank’s complaint reference no. (if yes)

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

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.)

4. 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 bank 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 Data Protection Officer of the Enforcement and AML Department 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 to submit information and to enquire about the progress of your complaint, please complete the following

Name of representative _____ (Mr / Mrs / Ms*)

Identity document no. (first 4 digits) _____ (HKID/ Passport/ Travel document*)

Correspondence address/Email _____

Telephone no. _____

**please select as appropriate.*

Signature

Signature of authorised representative (if applicable)

Date

(If the complaint is made 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 4 on behalf of the company and stamped with the company chop.)

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:

Complaint Processing Centre
Hong Kong Monetary Authority
55th Floor, Two International Finance Centre
8 Finance Street, Central, Hong Kong

By Fax: 2509 3990

By Email: bankcomplaints@hkma.gov.hk

For enquiries, please call: 2878 1378

(All telephone conversations between you and the HKMA may be recorded, irrespective of whether you dial in or we call you back so as to ensure our service quality.)