

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

(Last update: 17 September 2021)

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	2863 1905	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	Head of Operations 行政部主管	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 complaint@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	2245 3208		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
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
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

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 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 6517	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
Banque Pictet & Cie SA	Compliance Department 合規部	3191 1011	3191 1808	9/F, Chater House, 8 Connaught Road Central, Hong Kong 香港干諾道中 8 號遮打大廈 9 樓 syuen@pictet.com www.pictet.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@juliusbajer.com www.juliusbajer.com
Bank of America, National Association	Complaints Officer	3508 2618	3508 7302	52 nd Floor, Cheung Kong Center, 2 Queen's Road Central, Central, Hong Kong ryan.xu@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
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

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 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	Suite 2401, Central Tower, 28 Queen's Road Central, Central, Hong Kong 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
Bank J. Safra Sarasin AG Hong Kong Branch	Complaints Officer	2287 9755	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 DL_000246@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 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	2522 3256	2829 6036	4206-07, 42/f, Hopewell Centre, 183, Queen's Road East, Wan Chai, Hong Kong acehk@canarabank.com canarahk@canarabank.com
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	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

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 Bohai Bank Co., Ltd.	General Manager, Head of Legal and Compliance 法律合規部總經理	2127 5548	2127 4243	Suite 1201-1209 & 1215-1216, 12/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12樓1201-1209 & 1215-1216室 lcd-hk@cbhb.com.cn http://www.cbhb.com.cn/
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 Guangfa Bank Co.,Ltd. Hong Kong Branch	Deputy General Manager Human Resources & Administration Department 綜合管理部副總經理	3850 9828	2530 0123	12/F, One Exchange Square, 8 Connaught Place, Central, Hong Kong 香港中環康樂廣場8號交易廣場1座12樓 doris.yau@cgbchina.com.hk www.cgbchina.hk.cn
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 Business Strategy & Compliance Management 業務策劃及合規管理 處處長	2160 8747	2802 9698	78 Des Voeux Road Central Hong Kong 香港中環德輔道中78號 florawoo@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	Deputy General Manager, Service Quality, Process & Control 副總經理, 優質服務, 流 程及監控	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@cnbinternational.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

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
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	Room 1502, 15th Floor, Lee Garden One, 33 Hysan Avenue, Causeway Bay, Hong Kong complaints_hk@commerzbank.com
Commonwealth Bank of Australia 澳洲聯邦銀行	Complaint Officer	2844 7500	2845 9194	Suite 1401, One Exchange Square, 8 Connaught Place, Central, Hong Kong HKcustomer.complaints@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
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.pbhkccto-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 0366	2526 7873	Suite 2201, 22nd 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22樓2201室 fiona.chan@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.	Business Management & Administration	3668 5269	2235 5884	14/F, One Island East, 18 Westlands Road, Quarry Bay, Hong Kong 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	Complaints Officer	2298 3283	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
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	Suites 705-8, ICBC Tower, Three Garden Road, Central, Hong Kong CustomerComplaint.HK@bankfab.com https://www.bankfab.com/en-hk/cib

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
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
Fusion Bank Limited	Complaint Handling Officer	3976 6658		Units 201-212, 2/F, InnoCentre, 72 Tat Chee Avenue, Kowloon Tong, Kowloon, Hong Kong CustomerService@fusionbank.com https://www.fusionbank.com/
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 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
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@hlb.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	<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
Hua Xia Bank Co., Limited 華夏銀行股份有限公司	Head of Legal and Compliance	2130 9853	2530 5299	18/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18樓 hkgmickeyli@hxb.com.cn
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	Deputy General Manager of Legal & Compliance Department 法律與合規部副總經理	2199 2627	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 2904-05, 29/F, Central Plaza, 18 Harbour Road, Wanchai, Hong Kong 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@kbfk.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 7522	2865 1886	Unit 6203A, Level 62, International Commerce Centre, 1 Austin Road West, Kowloon, Hong Kong jaehyen.lee@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	Complaint Handling Officer	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 mutbhc_complaint_post@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	Room 3590, 3591 & 3593, 35/F, Central Plaza, 18 Harbour Road, Wan Chai, 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	General Secretary, 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 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

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
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 Bank Co., Ltd., Hong Kong Branch	Head of Legal and Compliance, Private Wealth Management	2894 0072		42/F, One Exchange Square, 8 Connaught Place, Central, Hong Kong CHENYAOMING535@pingan.com.cn
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
Qatar National Bank (Q.P.S.C.)	Head of Compliance	3900 2828		Suite 5801-04, Two International Finance Centre, Central, Hong Kong qnbhk.compliance@qnb.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	Head of Compliance, Greater China	2861 4191	2527 2527	Suite 2401, Central Tower, 28 Queen's Road Central, Central, Hong Kong karen.wong@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
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
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

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
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	3712 3719	2971 8996	52/F Two International Finance Centre, 8 Finance Street, Central, Hong Kong janey.schueller@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
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	28/F, Champion Tower, 3 Garden Road, Hong Kong Joseph.LauTC@UOBgroup.com www.uob.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
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 yfccoma@biznetvigator.com
Welab Bank Limited	Head of Operation (Primary) Interim Head of Operations (Deputy)	3898 6988		23/F, K11 Atelier King's Road, 728 King's Road, Quarry Bay, Hong Kong 鯽魚涌英皇道728號K11 ATELIER 23樓 wecare@welab.bank https://www.welab.bank/
Wells Fargo Bank, National Association Hong Kong Branch	Compliance Manager	3856 0632	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 jaebong.lee@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
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/