

## Complaint Procedures Note

Our Company handles every customer complaint seriously. We have in place a set of effective complaint handling procedures which are established in accordance with the guidelines of the Hong Kong Securities and Futures Commission to ensure that all customer complaints are handled in a fair, timely and appropriate manner.

Any complaint that you may have relating to our services may be addressed to us through the following channels:

- (i) By post: 2/F, Chong Hing Bank Centre, 24 Des Voeux Road Central, Hong Kong (Attention: Complaint Section of Customer Services);
- (ii) By email: [cs@chsec.com.hk](mailto:cs@chsec.com.hk);
- (iii) By telephone: Customer Services Hotline at 3768 9818.

Our complaint handling procedures are summarized as follows:

- An acknowledgement will be issued to the complainant within 7 calendar days upon receipt of the complaint, providing the name or job title and contact details of the person handling the complaint.
- Our Complaint Handling Section will monitor the progress of investigation, ensuring that all cases are handled in a fair, timely and appropriate manner
- Normally, a final response will be given to the complainant within 30 calendar days from the receipt of the complaint. Otherwise, a response will be sent out giving reasons for the delay and indicating when a final response is expected to be provided.
- In any case, a final response will be provided to the complainant not exceeding 60 calendar days from the receipt of the complaint.
- If required, communication with complainant will be conducted by the Complaint Handling Section by phone or in person.
- All complaints will be handled in a strictly confidential manner.

If you are not satisfied with the Company's response, you can seek assistance from the "Financial Dispute Resolution Center".

Address: Room 408-409, 4/F, West Wing, Justice Place, 11 Ice House St, Central

Tel: (852) 3199 5100

Email: [fdrc@fdrc.org.hk](mailto:fdrc@fdrc.org.hk)