

## **Customer Complaints Handling**

Commerzbank AG Hong Kong Branch always places customers first and treats your feedback with the utmost importance.

In order to improve our services, including but not limited to our e-banking services GPP, and to fulfil our aspiration to provide banking services of the highest possible quality, we would like to know more about your needs and hear your feedback, including your complaints.

To receive your valuable suggestion and feedback, you can contact our Commerzbank AG Hong Kong Complaint Officer through the following channels:

**Email:** [complaints\\_hk@commerzbank.com](mailto:complaints_hk@commerzbank.com)

**Facsimile:** +852 3988 0900

**Mail:**

Commerzbank AG Hong Kong Branch  
15/F., Lee Garden One,  
33 Hysan Avenue, Causeway Bay  
Hong Kong

**Please mark attention to:** Customer Complaint Handling Officer

Upon receipt of your suggestion or feedback, our Complaint Officer or his/her delegate will firstly acknowledge receipt of your feedback and then promptly carry out a review with a view to providing you with a final response within 10 working days of our receipt of your correspondence via letter, fax or email.

It is our aim to reply to all complaints as quickly as possible. If we realise that it will take a little longer to investigate your complaint, we will inform you about the expected response time. In our reply, we will let you know our position and will also be glad to discuss the result personally with you.

The protection of your personal data is important to us. We comply with applicable data protection regulations – a copy of our Privacy Policy Statement can be obtained on request.

Commerzbank AG Hong Kong Branch  
23 June 2020