



Complaints Handling / 投訴處理 / Penanganan Keluhan

To: Dear Customers,

Should you have any complaints about the Bank, you should address to our Complaint Handling Officer:

By Mail or In Person : 7/F, Far East Finance Center, 16 Harcourt Road, Queensway Hong Kong or
By Telephone : 852-28633977 or
By Fax : 852-28770735 or
By Email : Complaint@bankmandirihk.com

An acknowledgement will be sent to the complainant within 7 days and a final written response will be sent within 30 days upon receiving a complaint. Thank you for your kind attention.

PT. Bank Mandiri (Persero) Tbk, Hong Kong Branch

致:親愛的客戶,

如閣下對本行之服務有任何投訴,請向本行之投訴處理主任聯絡°

郵寄或親臨本行 :香港金鐘夏慤道 16 號遠東金融中心 7 字樓,或
電話 : 852-28633977,或
傳真 : 852-28770735,或
電郵 : Complaint@bankmandirihk.com

本行在接獲投訴起計 7 天內發出確認通知書,及在接獲投訴起計 30 天內向投訴人發出書面通知書° 多謝閣下垂注°

PT. Bank Mandiri (Persero) Tbk, Hong Kong Branch

Nasabah Bank Mandiri yang kami hormati,

Apabila Anda ingin mengajukan komplain terkait pelayanan kami, silakan menghubungi Complain Handling Officer kami:

Melalui surat / datang langsung : 7/F, Far East Finance Center, 16 Harcourt Road, Queensway
Hong Kong, atau
Melalui Telepon : 852-2863 3977, atau
Melalui Fax : 852-2877 0735, atau
Melalui Email : Complaint@bankmandirihk.com

Jawaban atas komplain Anda akan kami sampaikan dalam waktu 7 hari sejak komplain diterima dan jawaban secara tertulis akan kami sampaikan dalam waktu 30 hari. Terima kasih atas perhatian Anda.

PT. Bank Mandiri (Persero) Tbk, Hong Kong Branch