



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. For monetary disputes, you may also refer the matter to the Financial Dispute Resolution Centre. 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。
對於金錢糾紛,您也可以將此事提交給金融糾紛調解中心。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. Terkait sengketa keuangan, Anda juga dapat merujuk masalah tersebut ke Financial Dispute Resolution Centre. Terima kasih atas perhatian Anda.

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