

Information disclosure of complaint handling procedures

- Complaints made by client directly to Legal & Compliance Department – Client Complaint Handling or through business team to file.
- Legal & Compliance Department – Client Complaint Handling to acknowledge receipt of the complaint (in writing) within 7 days from the 1st date of complaint. Written reply for complaint related to Company's money laundering risk management measures and other types of complaint would be provided within 15 days and 30 business days of the initial reporting from the 1st date of complaint respectively.
- Attention: Client has the right to refer a dispute to the Financial Dispute Resolution Scheme (<https://www.fdrc.org.hk/index.php?lang=en>).