

PUBLIC FINANCE LIMITED

Complaint Form

The Complainant (Name) : _____

Correspondent address : _____

Contact telephone/mobile number : _____

Related to: _____ Branch/ Department Product: _____
(e.g. Personal Loan, Credit Card)

Details of complaint : _____

(Additional sheet if space not sufficient)

Complainant's Signature : _____ Date : _____

For Internal Use Only

Complaint Number: _____

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Lodged By: _____ Acknowledge By: _____ Answer By: _____

How to invoke a complaint to Public Finance Limited

- (1) If you wish to make a complaint, please direct your complaint to:

Complaints Officer
Public Finance Limited
11/F, Wing On House, Central, Hong Kong

or, alternatively, you can contact the Complaints Officer at telephone 2525 9351, or by fax to 2530 5199.

- (2) All complaints will be recorded and the complainant will receive an acknowledgement from the Company within 7 calendar days upon receipt of the complaint. Normally, complaint will be answered within 30 calendar days in writing. If the complainant is not satisfied with our response, the complainant can request further review of the complaint. The complaint will be responded within 14 calendar days.
- (3) The complainant is requested to provide his/her name, contact telephone/mobile number or correspondent address to our Company to enable our Company to respond to the complainant after the complaint is investigated. In the absence of any mean to contact the complainant, we may not be able to reply.
- (4) Please be assured that information related to your suggestion or complaint will be treated strictly confidential and used for service improvement and analysis purpose only. For any complaint referred to us by third party, we will contact the respective customer directly in order to protect our customer's privacy.
- (5) Before submitting the form, please read our Privacy Policy, and Notice to Customers and Others relating to the Personal Data (Privacy) Ordinance and Public Finance Limited's Data Policy etc.