



Process of Customer Complaint

Raising the Complaint:

For any complaint, customer is applicable to raise complaint in written or verbal via:

>>**Complaint by writing:** To the attention of Senior Relationship Officer/team work who is taken care of customer complaint and drop it into envelop box at bank's premise or either make via email. Details of contacted person who accepts complaint:

Title : Head of Customer Complaint

Dept. : Complaint Department

Email : ccb.customercomplaint@ccb.com.kh

Tel : (855-23) 426 638 (ext. 218 or 217)

Add. : No. 26 Monivong Blvd, Khan Daun Penh, Phnom Penh, Cambodia

Complaint Solving Period: Bank will get back the resolution in formal letter within 30 working days by counting from the customer complaint acceptance date. In case the complaint is relating to financing, systematic issue or legal, solving period may be longer than 30 working days.

>>**Verbal Complaint:** Verbal complaint is acceptable at the desk of Head of Customer Complaint or Branch Manager.

Complaint Solving Period: Bank will get back the resolution within 2 working days by counting from the customer complaint acceptance date. In case, the complaint can not be solved within 2 working day, the customer is required to make complaint in written.

Note:

- 1) When raising the complaint in written, the complainant must provide details of their contact so that our bank is able to issue acknowledgement letter of complaint or get back response to the right person.
- 2) The process of customer complaint and information of contacted person is shown at Bank counter and Bank's website: www.ccb.com.kh