

Customer Complaints Procedures

Commerzbank AG, Hong Kong Branch always put our customers first and treats your feedback with the utmost priority. In order to improve our services and fulfil our role as your right partner, we would like to know more about your needs and hear your feedback.

To express your suggestion and feedback, you are welcome to contact our staff or alternatively, you may also contact us through the following channels:

Email: complaints_hk@commerzbank.com

Facsimile: +852 3988 0900

Mail:

Commerzbank AG
15/F, Lee Garden One, 33 Hysan Avenue
Causeway Bay, Hong Kong

Please mark attention to: Customer Complaint Handling Officer

Upon receipt of your suggestion or feedback, our designated staff member will promptly carry out a review with a view to providing you with a final response within seven days of our receipt of your correspondence via letter, fax, or e-mail. If this designated staff member needs more than seven days to complete the review, he / she will provide you with an acknowledgment letter while the final response will follow within 30 days of our receipt of your correspondence. The result of the review will be reported to our management and will be used for improving our standards of services.