

## CHINA MERCHANTS BANK CO., LTD., LUXEMBOURG BRANCH – CUSTOMER COMPLAINT HANDLING PROCESS

### THE BANK CUSTOMER COMPLAINT POLICY

The policy of China Merchants Bank Co., Ltd. Luxembourg Branch (the “Bank”) as regards handling of complaints is to facilitate the resolution of complaints against the Bank without judicial proceedings.

The Bank views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the customer, who has made the complaint.

The Bank’s policy aims at:

- providing a fair complaints procedure, which is clear and easy to use for any customer wishing to make a complaint;
- publicizing the details of the Bank’s complaints procedure so that customers know how to contact the Bank to make a complaint;
- making sure that all complaints are investigated fairly; and
- making sure that all complaints are addressed professionally, competently and in a timely manner.

### THE BANK CUSTOMER COMPLAINT HANDLING PROCESS

#### How to complain?

A Client wishing to address a complaint to the Bank is invited to provide the Bank’s contact details below with the following information:

- ✓ Name;
- ✓ Name of the representative, if any;
- ✓ Address/Phone number/E-mail address;
- ✓ Detailed description of the facts underlying the complaint; and
- ✓ Any document supporting the content of the complaint.

All written complaints shall be sent to our Compliance department by mail (address 20, Boulevard Royal, L-2449, Luxembourg) or email [compliance@eu.cmbchina.com](mailto:compliance@eu.cmbchina.com)

#### Complaint processes key features

##### ***Acknowledgement of receipt:***

A written acknowledgement of receipt will be addressed to the Client within a period, which shall not exceed ten (10) Luxembourg business days after receipt of the complaint, unless the answer itself is provided to the Client within this period.

In the acknowledgement of receipt, the Client shall be informed of the name and contact details of the employee in charge of his/her file in the first instance.

##### ***Indicative timetable:***

The Bank will issue a reasoned answer within one (1) month from the date of receipt of the complaint depending on the nature and the complexity of the complaint.

The one (1) month-period starts running where the Bank receives the complaint. The one (1) month-period may be extended in the case of complex files. In this event, the Bank will inform the Client of the approximate necessary extension.

***Second instance complaint level:***

Where the Client did not obtain an answer or a satisfactory answer at the level at which he submitted his complaint in the first instance, the Client has the opportunity to raise the complaint up to the Management of the Bank who, in turn, will investigate the matter and will further process the Client's complaint.

***Procedure for out-of-court resolution of complaints before the CSSF:***

If the matter is not resolved to the Client's satisfaction, the Client may contact directly the financial supervisory authority in Luxembourg, the *Commission de Surveillance du Secteur Financier* ("CSSF") having its offices at L-1150 Luxembourg, 283, route d'Arlon.

All the details regarding this out-of-court process can be easily obtained consulting the CSSF website using the following link: [www.cssf.lu](http://www.cssf.lu)

**Laws, regulations and other texts and Circulars applicable to banks**

- CSSF Regulation N°16-07 relating to the out-of-court resolution of complaints.
- Circular CSSF 17/671 (only in French) 13.10.2017: Details concerning Regulation CSSF N° 16-07 of 26 October 2016 relating to the out-of-court resolution of complaints.