

**The Shanghai Commercial & Savings Bank, Ltd, Singapore Branch**  
**Customer Complaint Handling Procedure**

If you have any complaints or feedback regarding the services or products provided by the Singapore Branch, you can follow this document for the necessary steps. Our bank has established effective mechanisms to promptly investigate and resolve customer complaints, aiming to meet their needs.

**©When to lodge a complaint**

Whenever you are dissatisfied with the services or products provided by the branch, you can contact the Complaints Officer.

**©How to lodge a complaint**

You can inform us of your complaint through written correspondence, phone calls, emails, faxes or in person. Please provide the details of your complaint and your contact information. Kindly include your name or company name, contact phone number, or address for us to respond.

**©Protection of customer rights**

1. To safeguard customer complaint information, all data related to complaints is treated as confidential. We will transfer the complaints to the Partner when the complaint information refers to the Partner.

2. Financial Dispute Resolution Centre: If your complaint involves a monetary dispute and you are not satisfied with our response, you can seek mediation from the "Financial Industry Disputes Resolution Centre Ltd". Please refer to their official website for more information.

<https://www.fidrec.com.sg/>

Contact information for the Complaints Officer at The Shanghai Commercial & Savings Bank, Ltd Singapore Branch:

Telephone: (65)6771-5111

Fax: (65)6771-5578

Email: sg78info@scsb.com.tw

Mailing Address: 3 Temasek Avenue, #26-02, Centennial Tower, Singapore 039190