



CUSTOMER COMPLAINTS / SUGGESTIONS

Registration of complaint

Customers can lodge/register his Complaint/feedback/ suggestions for improvement in services on any of the following Channels:

- a. By calling the branch.
- b. By visiting the branch.
- c. In writing/ by email/ fax or post to Branch.
- d. Through Bank Complaint Unit, HKMA

All complaints received will be recorded by the Bank in a register maintained by the COO who is the nodal officer for Complaints handling at the Branch.

Compliant in Person

A customer, if not, satisfied with the services of the Branch, has a grievance can lodge a complaint in person at the branch by lodging his complaint in the complaint book or giving it in writing to the Chief Operating Officer. A suggestion box is also placed in the banking hall where the complainant can drop his complaints / suggestions.

The Complaint may be addressed to:

The,
Chief Operating Officer,
State Bank of India,
15th Floor, Central Tower, 28 Queens' Road, Central, Hong Kong

Complaint over phone

Customer can lodge his grievance at the Bank Contact Centre on toll free number 800932045 which are accessible 24x7. Customer can also lodge grievance at the branch contact no +852- 2597 1212 during office hours.

Complaints through mail/email

Customers can submit their grievance by post or through email. Complaints received by email shall be acknowledged by the bank within 24 hours. However, if the complaint is received during the Holidays, it will be responded on the next working day.

In case the customer is unable to visit the Branch, he/she may lodge his/her complaint through any of the channels mentioned above. Customers can also send their grievances through emails at coo.hk@statebank.com.

Acknowledgement

A written acknowledgement giving the Name, Designation, and contact details of the person handling the complaint, will be given to the complainant **within 7 days** together with a unique complaint reference number which can be used by the complainant for tracking his/her complaint status.

The branch will be resolving the complaint and the final response will be sent to the complainant within 30 days.