

To handle customer complaints promptly and to a high standard, the complaint channel and handling procedures are detailed below:

## 1. Customer complaint channel:

### (1) Business locations

Customer may raise issues to the operations supervisors at the Bank's business locations or submit their comments through the customer feedback form.

### (2) Customer complaint hotline

National Customer Service Hotline and Complaint Hotline: 8621-20708558

Headquarters' customer complaint hotline: 8621-68863785#2607

PBOC Financial Consumption Consulting and Complaint Hotline: 12363

PBOC Anti-Fraud Center Complaint Hotline: 8621-58845546 (Shanghai area only)

### (3) Informants' Hotline

Informants' Hotline: 8621-68863785#1666

### (4) Written letter

Customers may request feedback via a written letter. Please address letters to the operations supervisors and refer to the below list for branches, addresses, and phone numbers.

**Shanghai Branch:** Unit 1, 15F of Foxconn Building, No. 1366. Lujiazui Ring Road, Pudong New District, Shanghai, China 8621-68863785#1161

**Qingdao Branch:** Rooms 2305-2307, 23F of Farglory International Plaza, No. 26 Hong Kong West Road, Shinan District. Qingdao City Complaint Phone No. 860532-55769888#1100

**Shenzhen Branch:** Tower A, Donghai International Center, No. 7888, Shennan Ave, Futian District, Shenzhen, Guangdong Province, China 860755- 88663939#1100

## 2. Customer complaint handling process:

