

**COMPLAINT HANDLING PROCEDURE:**

1. If, at any time, you are dissatisfied with the service provided, we would encourage you to let us know and let us have a chance to promptly address your concerns.
2. You can first talk to our Staff of the relevant Department where your dissatisfaction originated.
3. If you are still not satisfied with the response you get, you may escalate your grievances to our Bank Senior Consumer Relation Officer.
4. We will try our best to resolve your concern as soon as it is possible. If it takes longer than it can reasonably possible, we will notify you with follow up action accordingly.
5. If you are still not satisfied with our decision, you may request the National Bank of Cambodia to conduct a formal review on the process and decision on the complaint within 30 calendar days after receiving the decision.

List of appropriate contacts:

Senior Consumer Relation Officer	Name	Hot Line	Email :
	<b>Mrs. MAO KIMENG</b>	023-221-663	918complaint@firstbank.com.tw

Address of our Branch: First Commercial Bank Phnom Penh Branch  
 1FL. 66, Norodom Blvd, Sangkat Cheycomnoas,  
 Khan Daun Penh, Phnom Penh, Cambodia.