

組合式商品金融消費糾紛處理流程

Structured Product Financial Consumer Dispute Resolution Process

➤ 本行受理組合式商品金融消費糾紛事件之方式及受理窗口如下：

The method for accepting structured product financial consumer dispute events and the acceptance window of our bank are as follows:

一、數位金融處（客服中心）：受理客戶直接以電話、電子郵件或書面申訴之案件。

Digital Banking Division (Customer Service Center): Accepting complaint cases filed by customers via telephone, email or in writing directly.

二、秘書處：

Secretariat Division:

(一) 受理主管機關(泛指銀行公會、民意代表、金融監督管理委員會、消費者保護官等，以下同)轉知之客戶申訴案件。

Accepting customer complaint cases forwarded from the competent authorities (generally referring to the Bankers Association, elected representatives, Financial Supervisory Commission, consumer protection officers etc., same for below).

(二) 受理財團法人金融消費評議中心（以下稱評議中心）透過「申訴暨評議案件管理系統」轉知有關銀行業務之客戶申訴案件，並按申訴案件內容派分業務主管處負責處理。

Accepting customer complaints related to bank's services forwarded from the Financial Ombudsman Institution (referred to as "FOI") through the "Complaint and Assessment Case Management System", and distributing to the division in charge of the service for handling according to the content of the complaint case.

➤ **處理流程、進度查詢及處理時效**

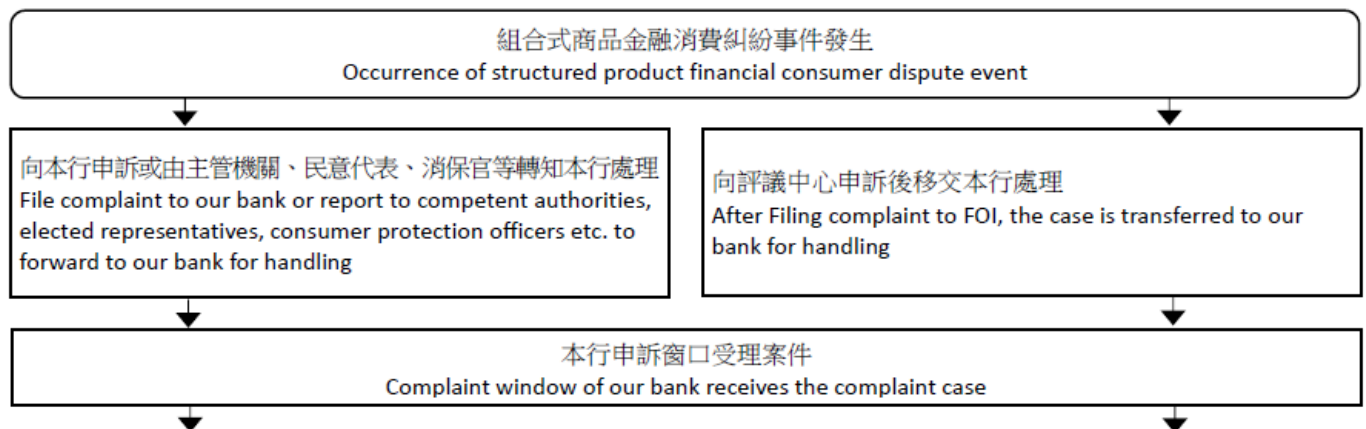
Handling Process, Progress Inquiry and Handling Time

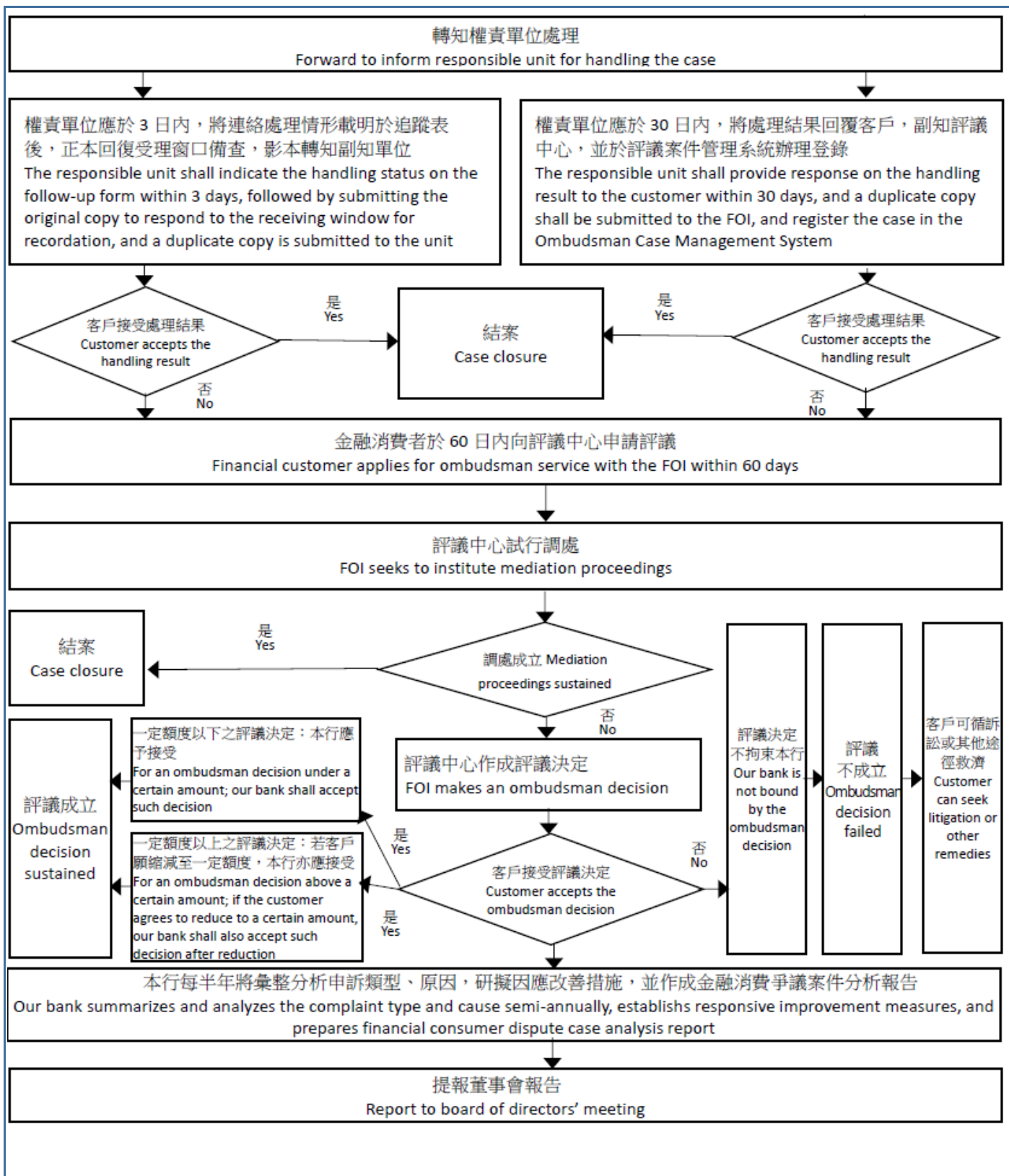
本行受理組合式商品金融消費糾紛事件後，應即時聯繫客戶，主動瞭解客戶訴求及爭議成因等，並回覆客戶處理進度及處理結果，俾妥善解決組合式商品金融消費糾紛；客戶亦得向客服中心查詢組合式商品金融消費糾紛之處理進度及處理結果。

After accepting a structured product financial consumer dispute event, our bank shall contact the customer immediately, actively understand the customer demand and dispute cause etc., and shall respond the handling progress and handling result to the customer, in light of properly resolving the structured product financial consumer dispute. Customers may also contact the customer service center to inquire the handling progress and handling result of the structured product financial consumer dispute.

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➤ **資料保存**

Document Preservation

本行受理組合式商品金融消費糾紛事件結案後，其相關文件資料應至少保存 5 年以上。
After a structured product financial consumer dispute event accepted by our bank is closed, its relevant documents shall be preserved for at least 5 years.