

**<Appendix 01A>**

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| **Consumer Complaint Form** |

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|  **① How to lodge a Complaint?** *After completing this form, please send or email to us within the following channel(s):* |
| Email: | *complaint@ppcb.com.kh* | ***OR*** | *Deliver this form at the nearest Branch* | *\*For further enquiry, please call us:* ***023 909 871*** |

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|  **② Personal Information of Complainant / Representative** [ ]   **Mr.** [ ]   **Ms./Mrs.** |
| Full Name: Nationality: Phone No: Email: Address:  |

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|  **③ Subject of Complaint:** Please tick 🗹 to let us know the subject(s) concerning with your complaint: |
|  [ ]  *1. Account Error* [ ]  *2. Delay in completing the transaction* [ ]  *3. Timing of disclosure* [ ]  *4. Lack of accurate disclosure*  [ ]  *5. Misleading information* [ ]  *6. Abusive collection practices* [ ]  *7. Interest calculations* [ ]  *8. Fraud*  [ ]  *9. Quality of services from staff* [ ]  *10. Abuse* [ ]  *11. Breach of consumer confidentiality* [ ]  *12. Sales practices* [ ]  *13. Not properly informed about the bank policies and procedures* [ ]  14. Others  |

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|  **④ Products/Services Concerning:** Please tick 🗹 to let us know the Products/Services concerning with your complaint: |
| [ ]  **1. Loans** (□*Business* □*Housing* □*Micro* □*Car* □*Moto*r) [ ]  **2.** **Deposits/Withdrawal** *(*□*Current* □*Saving* □*Fixed* □*Installment* □*ATM)*[ ]  **3.** **E-Banking** (□*Mobile Banking* □*SMS Alert* □*Mobile Teller* □*Smart Biz*) [ ]  **4.** **VISA Products** (□*VISA Debit* □ *VISA Credit* □ *VISA Chargeback*)[ ]  **5.** **Trade Finance** (□*L/C – Import/Export* □ *Bank Guarantee*) [ ]  **6.** **Fund Transfer** (□ *Local* □ *SWIFT- OTT/ITT* □ *Western Union*) [ ]  **7. Others** (Please specify)  |

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|  **⑤ Complaint Information:** Have you lodged this complaint with us before? [ ]  **NO**  [ ]  **YES**  |
| If ‘**YES**’ | *When?*  | *Where?*  | *Staff Name?*  |
| *Please detail your complaint by describing events in the order when and where they occurred, including any names, phone numbers, and a full description of the problem with the amount(s) and date(s) of any transaction(s).*

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| □ Attached documents to support the complaint (if applicable) : ............................................................................................................................................ |

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|  **⑥ Expected Outcome/Resolution: *Please tell us what would you like to happen in order to resolve your complaint?***  |
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|  **⑦ Privacy Notice and Acknowledgement**  |
| *By signing on this complaint form, I/we acknowledge and agree to allow the Bank to use and access my personal and/or related information in solving my/our complaint and report and/or disclose to the National Bank of Cambodia (NBC) and/or relevant authorities. I/We also allow the Bank to contact and inquire me/us for providing additional information to support. I/We declare that all the information provided above is true and correct to the best of my knowledge.***Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **BANK USE ONLY** |
|  **Complaint**  **Lodged By**: | [ ]  Telephone | [ ]  In Person | [ ]  Writing | (Others\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) | Complaint No.:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| [ ]  NBC (Officer Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) | Phone No:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Receipt No.:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  **Receiving Officer:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Receiving Branch/Unit: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Received Date::\_\_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_\_\_ |