

**<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*](mailto: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).*   |  | | --- | |  | |  | |  | |  | |  | |  | |  | |  | | □ 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::\_\_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_\_\_ | |