

Information of Customer Complaint

Bangkok Bank Public Company Limited, Cambodia Branch

- For complaint, please submit via:
 - Email: compliance.cambodia@bangkokbank.com
 - Phone Number: +855 23 224 404
- A customer complaint can be received in a form of both writing or verbally within 60 days after the customer is aware of the problem on which the complaint is based on.
- A complaint should be resolved within 2 working days.
- In case the complaint cannot resolve within timeline, customer and/or representative shall make a complaint in writing.
 - In case customer disagree to complaint in writing, staff shall maintain a record of the customer's expression of dissatisfaction with the details: date, issue, outcome of dispute resolution.
 - Customer agrees to complaint in writing but unable to do for any reason, staff shall document the complaint in writing on behalf of customer and file through the customer complaint management process as in this procedure and provide a copy of document to customer.
- Your information is kept in confidentiality.