

Bank of China Limited Johannesburg Branch Client Complaint Form (Effective from 30th October 2023)

To: Bank of China Limited, Johannesburg Branch
12th, 14th – 16th Floor, Alice Lane Towers
15 Alice Lane
Sandton, Gauteng

Att: Executive Office and Administration Department

Email: Or
Complaints.za@bank-of-china.com

From: (Details of complainant (client) who submits a complaint).

Name: _____

ID Number/ Passport Number: _____

Postal Address: _____

Telephone Number: _____

Email (if available): _____

Client Account Number: _____

I have read and understand the BOC (JHB) Complaints Policy as it appears on the Bank of China Jhb Branch website address.

1. Please indicate, by ticking the appropriate box, the type of complaint:

The complaint must relate specifically to a financial service (advice and/ or intermediary service) rendered by BOCJHB or any of its representatives in terms of the FAIS Act or any other Act administered by the Financial Sector Conduct Authority (FSCA).

1.1 BOCJHB or its representative has contravened or failed to comply with any provision of the Financial Advisory and Intermediary Services Act, 2002, and that as a result thereof, the complainant (client) has suffered or is likely to suffer financial prejudice or damage

1.2 BOCJHB or its representative has wilfully or negligently rendered a financial service to the complainant (client) which has caused prejudice or damage to the complainant (client) or which is likely to result in such prejudice or damage

1.3. BOCJHB or its representative has treated the complainant (client) unfairly

2. Summary of complaint:

Please provide all relevant information.

3. Please attach copies of all relevant documentation

No of pages attached:

Signature of complainant (Client):

Date:
