

Bank of China Limited Johannesburg Branch Client Complaint Form (Effective from 26 July 2024)

中国银行约翰内斯堡分行客户投诉申请表（2024年7月26日开始生效）

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

Att: Executive Office and Administration Department
联系部门: 综合管理部
Or

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

邮箱地址: _____

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

由投诉者填写具体投诉信息:

Name: _____

姓名: _____

ID Number/ Passport Number: _____

身份证号码/护照号码: _____

Postal Address: _____

邮政地址: _____

Telephone Number: _____

电话: _____

Email (if available): _____

邮箱地址 (选填): _____

Client Account Number: _____

客户账户号: _____

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

我已经阅读并理解中国银行约翰内斯堡分行在其官方网站上公布的投诉管理相关制度。

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

请在相应的框内打勾，注明投诉类型:

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).

投诉必须具体涉及中国银行约翰内斯堡分行提供的金融服务 (咨询建议/中介服务)，或者是任何依据南非金融行为监管局颁布的FAIS法案或其他法案规定的代销服务。

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

中国银行约翰内斯堡分行或其代表违反或未能遵守2002年《财务咨询和中介服务法》的任何规定，因此，对投诉人（客户）造成或者可能遭受财务损失。

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

中国银行约翰内斯堡分行或其代表故意或者疏忽向投诉人（客户）提供金融服务，对投诉人（客户）造成或可能造成损害。

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

中国银行约翰内斯堡分行或其代表不公平对待投诉人（客户）。

2. Summary of complaint:

Please provide all relevant information.

投诉内容的概况：

请提供所有相关信息。

3. Please attach copies of all relevant documentation

请附上所有相关文件的副本

No of pages attached:

—附页数：

Signature of complainant (Client):

投诉人（客户）签名：

Date:

日期：