

## Enquiries and Complaints:

Customers (including queryer, guarantor or third party who authorized by customer) may contact us by telephone, fax, post, email and/or in person. Our contact address and numbers are set out below.

1. Telephone : 31658899 (extension. 52878)
2. Fax : 31658871
3. Postal address : O-Bank Co., Ltd, Hong Kong Branch

Unit 3210-14, 32/F, Gateway Tower 6,

9 Canton Road, Tsim Sha Tsui,

Kowloon, Hong Kong

Attention : Head of Operations

4. Email : [hkfeedback@o-bank.com](mailto:hkfeedback@o-bank.com)
5. In person : Head of Operations

## 顧客申訴受理方式

顧客(含諮詢人、擔保人或顧客所委託之第三人)可透過電話、

傳真、書面信函、電子郵件或親臨本分行提出投訴。投訴方

式並於本行網站公告。

(一) 電話投訴：撥打本分行投訴專線：31658899 (內線 52878)

(二) 傳真投訴：本分行投訴傳真專線：31658871

(三) 信函投訴： 郵寄地址：

O-Bank Co., Ltd, Hong Kong Branch  
Unit 3210-14, 32/F, Gateway Tower 6,  
9 Canton Road, Tsim Sha Tsui, Kowloon,  
Hong Kong

Attention: Head of Operation

(四) 電子郵件投訴：電子郵件信箱：[hkfeedback@o-bank.com](mailto:hkfeedback@o-bank.com)

(五) 親臨本分行投訴：Attention: Head of Operation