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## **Process of receiving and resolving Feedback, Enquiry/ Request, Complaint from Customers of United Overseas Bank (Vietnam) (“UOBV”)**

### **1. Channels to receive Customer Feedback, Enquiry/ Request, Complaint**

- Depending on the products, services that Customers can select one of UOBV official channels to raise Feedback, Enquiry/Request or Complaint.
- For more detail, [click here](#).

### **2. Process to handle Customer Feedback, Enquiry/ Request, Complaint**

- Customer Feedback, Enquiry/Request, Complaint shall be transferred to relevant functional departments at UOBV for further checking and handling according to UOBV's procedures/ processes.
- Outcomes of Feedback, Enquiry/Request, Complaint would be notified directly to Customers by UOBV's employees via phone call, email, letter, etc. subjected to UOBV's regulations.

### **3. Timeframe of acknowledgement and receipt of Customer Feedback, Enquiry/ Request, Complaint**

Within 03 (three) working days from the date of receipt of Customer Feedback, Enquiry/Request or Complaint, UOBV shall acknowledge upon receipt to Customers. Acknowledgement may occur verbally, via registered phone call or email, depending on the channel received.

