



BNY MELLON

纽约梅隆银行致力于向阁下提供最佳金融服务。因此，阁下在任何时候若对我们的服务有何投诉，我们都将努力迅速解决。为及时妥善处理客户投诉，现将我行投诉方式和处理流程公布如下：

## 一、投诉方式：

### (一) 投诉电话

021-3866 1260 (上海分行合规部) 021-3866 1162 (上海分行行长办公室)

### (二) 书面投诉

请您将投诉函寄往：-

上海分行邮件 中国上海市陆家嘴环路1000号  
恒生银行大厦41楼，邮编：200120  
美国纽约梅隆银行有限公司上海分行  
银行投诉部

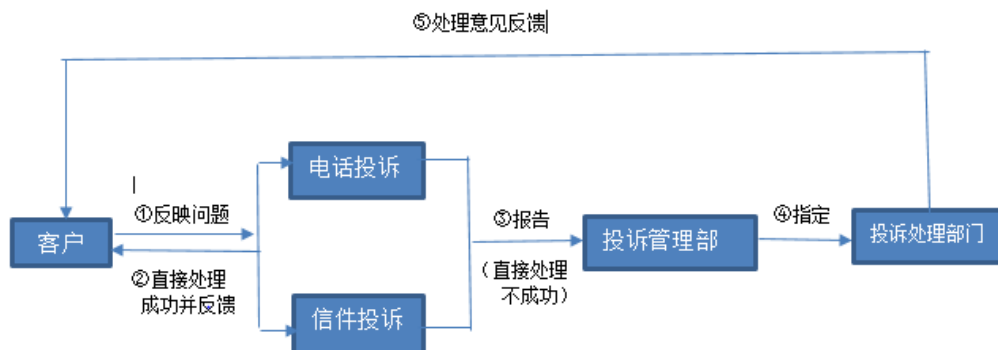
北京分行邮件 中国北京市西城区金融大街7号  
英蓝国际金融中心7层729-730室，邮编：100033  
美国纽约梅隆银行有限公司北京分行  
银行投诉部

北京分行传真 86 10 6655 5777

为便于我们开展调查，如您以书面形式进行投诉，请列明下列细节：

- 您的姓名/账号；
- 投诉事项的全部详情；
- 您的签名

## 二、投诉处理流程：



\* 收到投诉后，我们将在 3 个工作日内发给您确认函。此外，在收到您的投诉后30日内，我们将向您的登记地址寄送答复函。如我行未能在30日内处理投诉，将另行通知您。为保护阁下的隐私，除非经阁下授权（如授权委托书），我们通常不会处理匿名投诉或由第三方代您发来的投诉。



# BNY MELLON

The Bank of New York Mellon (**BNY Mellon**), is committed to provide you with the best financial services. Hence, BNY Mellon will strive to deliver a prompt resolution whenever you have any complaint in relation to our services. In order to properly handle client complaints in a timely manner, BNY Mellon’s complaint methods and processing procedures are as follows:

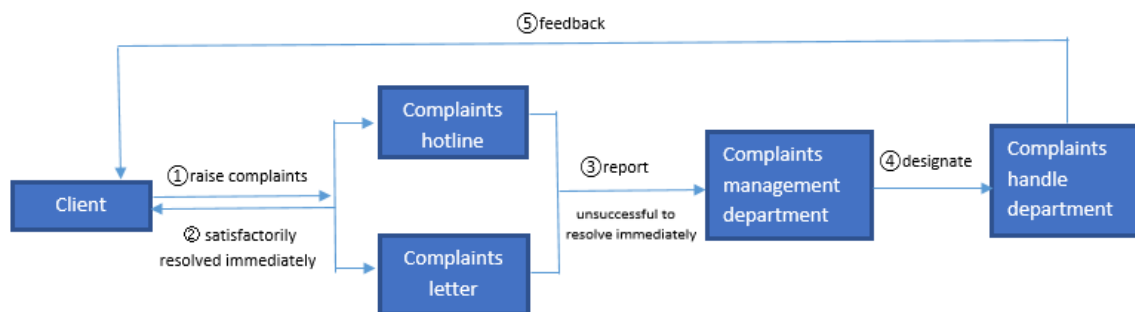
## 1. Complaints channel:

- Complaints hotline  
021-3866 1260 (SH Compliance); 021-3866 1162 (SH GM office)
- Complaints letter  
Your complaint letter should be addressed to:  
Shanghai Branch Mail    Bank Complaints Unit  
The Bank of New York Mellon – Shanghai Branch  
41/F, Hang Seng Bank Tower,  
1000 Lujiazui Ring Road  
Shanghai 200120  
China  
  
Beijing Branch Mail    Bank Complaints Unit  
The Bank of New York Mellon– Beijing Branch  
Unit 729-730, Winland International Finance Center,  
7 Finance Street, Xi Cheng District  
Beijing 100033  
China  
  
Beijing Branch Fax    86 10 6655 5777

To help facilitate our review, please put your complaint in writing with the following details:

- your name/account number;
- full details of the subject matter of the complaint; and
- your signature.

## 2. Complaints handle process



\* Upon receipt of your complaint, we will issue an acknowledgement to you within 3 business days. A response letter will be mailed to your registered address no later than 30 days after receiving your complaint. However if we cannot respond to your complaint within this time we will notify you. Unless we receive your authorization (e.g. power of attorney), we do not normally deal with anonymous complaints or complaints on your behalf from a third party to protect your privacy.