



## Customer Complaint Form

This form is used to request a resolution of any issues or complaints encountered by customers, In accordance with the Resolution of Consumer Compliant Polic.

Customer Personal Information	
Sure Name and Name	
Gender	<input type="checkbox"/> Female <input type="checkbox"/> Male
Date of Birth	
Contact Number / Email	
Address	
Details of Issue or Complaint	
Type of Issue or Complaint	<input type="checkbox"/> Accounting Error <input type="checkbox"/> Delay in completing the transaction <ul style="list-style-type: none"> <li>- Loan processing</li> <li>- Account correction</li> <li>- Money transfer</li> <li>- Issuance of receipt</li> <li>- Monthly statement</li> </ul> <input type="checkbox"/> Timing of disclosure – not given before transaction <input type="checkbox"/> Lack of accurate disclosure <ul style="list-style-type: none"> <li>- Fees</li> <li>- Conditions of the contract</li> <li>- Interest rate</li> <li>- Method of calculation</li> </ul> <input type="checkbox"/> Misleading information <input type="checkbox"/> Abusive collection practices <input type="checkbox"/> Interest calculations (savings and loans) <input type="checkbox"/> Fraud <input type="checkbox"/> Quality of services from staff <input type="checkbox"/> Abuse <input type="checkbox"/> Breach of consumer confidentiality

	<input type="checkbox"/> Sales Practices <ul style="list-style-type: none"> <li>- Intimidation</li> <li>- Unauthorized</li> <li>- Misleading</li> </ul> <input type="checkbox"/> Not properly informed about the bank policies and procedures <b>Additional details (If any):</b> ..... ..... .....
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**Description of the Issue**

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**Privacy Notice and Acknowledgment**

I/We hereby acknowledge and authorize the institution to collect, use, and disclose my/our information for the purpose of resolving this complaint, including reporting and submitting such information to the National Bank of Cambodia and/or other relevant authorities.  
I/We confirm that all information provided above is true and accurate.

Date:.....Day.....Month.....Year.....	<b>Signature or Thumbprint</b>

**Notes:**

- Customers may submit complaints either verbally or in writing. Complaints must be filed with the institution within **60 (sixty) days** from the date the customer becomes aware of the issue in question.
- Verbally Complaints shall be resolved within **2 (two)** business days. If a verbal complaint cannot be resolved within this timeframe, Please written complaint more or sending complaint via institution’s email .
- Verbally Complaints shall be resolved within **30 (thirty)** business days after receiving the complaint. The Institutions shall notify the consumer in writing about the result of the complaints resolution with clear reasons.
- All customer information shall be kept strictly confidential.