

ICBC Luxembourg Branch

# Complaint Management Policy

and

## Procedure

on the

## Handling of Complaints

-Summary-

## Summary of the Complaint Handling Procedure

The Bank has made it a priority to provide its customers and business partners with the highest possible quality of service and is dedicated to building long and outstanding relationships with them.

Further, the Bank is committed to deal with complaints addressed to it in a professional way in accordance with applicable laws and regulations.

The following outlines the complaint handling procedure of ICBC Luxembourg Branch (the “Bank”).

A complaint may be addressed free of charge to the Bank **in writing**, by post or email. Any personal data in relation with the complaint will be kept and processed in accordance with applicable data protection provisions.

**First:** Contact the Bank’s Legal Department and/or the relevant contact person in the Bank.

ICBC Luxembourg Branch

Legal Department

32, Boulevard Royal

L-2449 Luxembourg

Tel: (+352) 268 666 1 (reception/switchboard)

Email: [complaints-branch@eu.icbc.com.cn](mailto:complaints-branch@eu.icbc.com.cn)

Complaints must clearly indicate the contact details, the services provided to or transactions involved and the account number (if relevant) of the person making a complaint, as well include a brief description of the factual situation, reason and any relevant details related to the complaint.

The Bank will send an interim reply (acknowledgment of receipt) within a maximum of ten (10) business days from the receipt of the complaint. If it thinks more time than ten (10) working days is needed to assess and investigate on the complaint the Bank will provide an answer without undue delay and in any case within a period which should not exceed one month after the date of receipt of the complaint. Where an answer cannot be provided within this period, the Bank will inform the complainant about the causes of the delay and indicate the date at which the Bank’s examination is likely to be achieved.

If the complaint arises from a discontent about payment services, especially the rights and duties under Titles III and IV of the Luxembourg act of 10 November 2009 on payment services as amended (the PSD 2 law), the Bank will send a reply within 15 (fifteen) working days from the receipt of the complaint. In exceptional circumstances and in case the answer to the complaint related to payment services cannot be given within the 15 (fifteen) working days for reasons beyond the control of the Bank, the Bank will send a

holding reply indicating the reasons for a delay in answering to the complaint and specifying the deadline which cannot exceed 35 (thirty five) working days.

**Second:** Contact the Authorized Manager for Complaint Handling.

Any customer who is not satisfied with the handling of his complaint can contact the Authorized Manager for Complaint Handling within the Bank **in writing**, who may be reached under the following contact details: ICBC Luxembourg Branch, To the attention of the Authorized Manager for Complaint Handling, 32 Boulevard Royal, L-2449 Luxembourg.

In this case, the Bank's reference information in the correspondence relating to the complaint should be provided in each communication with the Bank.

**Third:** Contact the Commission de Surveillance du Secteur Financier (CSSF).

If, after having contacted the Authorized Manager for Complaint Handling **in writing**, the customer does not receive a response within the one-month period provided above or does not receive a satisfactory response, an out-of-court complaint resolution procedure in front of the CSSF is provided for in accordance with CSSF regulation no. 16-07<sup>1</sup>. The CSSF may be contacted in English, French, German or Luxembourgish language:

-by filing in an online complaint form, whilst such form (incl. relevant attachments) may also be sent

-by mail:

Commission de Surveillance du Secteur Financier  
Département Juridique CC  
283, route d'Arlon  
L-2991 Luxembourg

-by email:

reclamation@cssf.lu

---

<sup>1</sup> <https://www.cssf.lu/en/customer-complaints/>

(The indication of this website is for information only, the Bank is not responsible for the website and its contents).

The demand for opening of an out-of-court complaint resolution procedure with the CSSF can only be filed within one year from the date at which the complaint was filed with the Bank.

The CSSF provides further information on the out-of-court complaint resolution procedure with it on its website <https://www.cssf.lu/en/customer-complaints/> (English version)<sup>2</sup> including a form for applying for an out-of-court complaint resolution procedure and FAQ (Complaints) which may be available in French only.

---

<sup>2</sup> The indication of this website is for information only, being understood that the Bank is not responsible for the website and its contents.

