



Complaint Channel and Handling Procedures

The Bank of New York Mellon (**BNY**), is committed to provide you with the best financial services. Hence, BNY 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's complaint methods and processing procedures are as follows:

1. Complaints channel:

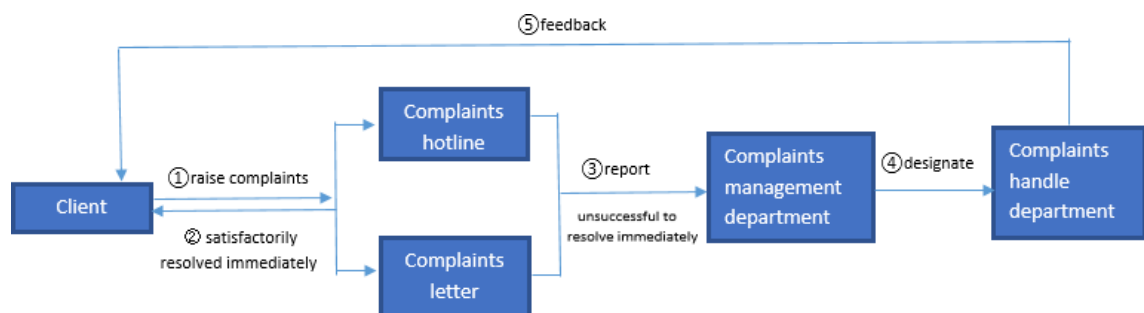
- Complaints hotline
021-3866 1226 (China Compliance); 021-3866 1218 (China CEO office)
- Complaints letter
Your complaint letter should be addressed to:
Shanghai Branch Mail Bank Complaints Unit
The Bank of New York Mellon – Shanghai Branch
Level 41, Unit 031, Hang Seng Bank Tower
No.1000 Lujiazui Ring Road
Pudong New Area
Shanghai 200120
China

Beijing Branch Mail Bank Complaints Unit
The Bank of New York Mellon– Beijing Branch
Unit 729-730, Winland International Finance Center
No.7 Finance Street, Xi Cheng District
Beijing 100033 China

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.

投诉方式和处理流程

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 1226（中国区合规部） 021-3866 1218（中国区总裁办公室）

（二）书面投诉

请您将投诉函寄往：-

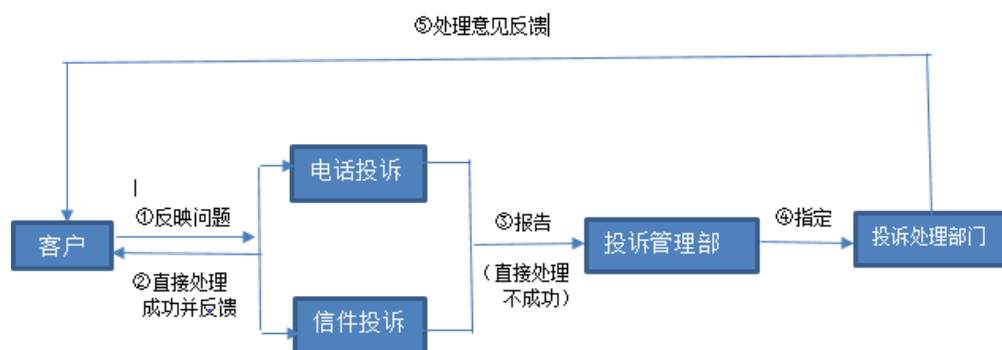
上海分行邮件 中国上海市陆家嘴环路1000号
恒生银行大厦41楼41-031室
邮编：200120
美国纽约梅隆银行有限公司上海分行
银行投诉部

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

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。