



Process of Customer Complaint

Raising the Complaint:

For any complaint, customer can raise complaint in written or verbal via:

>>Complaint by writing: To the attention of the relevant Relationship manager who is taking care of customer complaint and drop it into envelop box at bank's premise or either send the complaint by email. Details of contact person to whom the customer will send complaint:

Title : Head of Customer Complaint

Dept. : Complaint Department

Email : info.scbm@scbmm.com

Tel : +95-9-9765446702 , +95-9-976544710

Add. : Sule Square Office Tower, 221 Sule Pagoda Road, Unit #18-06/07, Kyauktada Township, Yangon, Myanmar

Complaint Solving Period: Bank will get back the resolution in formal letter within 3 working days by counting from the customer complaint acceptance date. In case the complaint is relating to financing, systematic issue or legal, resolution period may be longer than 3 working days.

>>Verbal or telephone Complaint: Verbal complaint is acceptable at the desk of Head of Customer Complaint or Branch Manager.

Complaint Solving Period: Bank will get back the resolution within 3 working days by counting from the customer complaint acceptance date. In case, the complaint cannot be solved within 3 working day, the customer is required to make complaint in written.

Note:

- 1) When raising the complaint in writing, the complainant must provide details of their contact so that our bank is able to issue acknowledgement letter of complaint or give back response to the right person.
- 2) The process of customer complaint and information of contacted person is shown at Bank counter and Bank's website: <https://www.scbmm.com/>