The Bank of New York Mellon
Level 26, Three Pacific Place
1 Queen's Road East
Hong Kong

How to file a complaint to The Bank of New York Mellon – Hong Kong Branch

At The Bank of New York Mellon, we are committed to provide you with the best financial services. Hence, we will strive to deliver a prompt resolution whenever you have any complaint in relation to our services.

To facilitate our investigation, you need to 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.

Upon receipt of a written complaint, we will issue an acknowledgement** to you within 7 days. Whilst a response letter will be mailed to your registered address no later than 30 days. Unless we receive your authorisation (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.

Your complaint letter should be addressed to:-

Mail **Bank Complaints Unit**
The Bank of New York Mellon– Hong Kong Branch
Level 26, Three Pacific Place
1 Queen's Road East
Hong Kong

****** The days prescribed for the acknowledgement/response letter will be based on the actual date of receipt as indicated on the time chop affixed on the letters