



**How to provide feedback or raise a complaint to
United Overseas Bank Limited Hong Kong Branch**
(incorporated in Singapore with limited liability)

We welcome feedback and complaints from our customers. For complaints, you may contact our designated Complaint Officer using the details below:

Contact information

United Overseas Bank Limited Hong Kong Branch
6/F, Lee Garden Two, 28 Yun Ping Road, Causeway Bay, Hong Kong

Attention: Complaint Officer
Compliance Department
Tel: (852) 3970 7783
Email: hkuobenquiry@uobgroup.com

Upon receipt of your complaint, we will refer the matter to our designated Complaint Officer for handling. An acknowledgment letter will be issued within seven calendar days. In most cases, a written final response will be provided within 30 calendar days from the date of receipt of the complaint, following the completion of our investigation. For complex cases, we will issue an interim reply within 30 calendar days and provide a final response within 60 calendar days. The outcome of the review will be reported to our management and used to enhance our service standards.