客戶投訴渠道

國泰君安國際為客戶提供多元化的產品和服務。如果您對我們的產品或服務有任何意見，請將回饋發送給我們。如果您想作出投訴，可以透過以下渠道將有關詳情發送給我們，我們會盡快回覆您。

聯絡電話：(852) 2509 5432
傳真：(852) 2878 7977
地址：香港中環皇后大道中 181 號新紀元廣場低座 27 樓
電郵：complaint@gtjas.com.hk

備註: 本公司在收到投訴個案後，將於 7 個工作天內向投訴人發信確認收到投訴。本公司將會立即展開調查，並於完成調查後向投訴人發出最終回復。在一般情況下，收到投訴後我們致力盡快處理每個個案或不遲於 8 個星期內完成。但因應投訴個案的複雜程度或其他特殊情況而產生無法控制的因素可能會影響調查所需時間。本公司會適時通知投訴人。

國泰君安國際

Client's Complaint Channels

Guotai Junan International is offering you a wide variety of products and services. If you have any comments regarding our products or services, please send us your feedback. If you choose to lodge a complaint with us, you may send it through the following channels and we will get back to you as soon as we can.

Complaint Hotline：(852) 2509 5432
Fax：(852) 2878 7977
Address：27/F., Low Block, Grand Millennium Plaza, 181 Queen's Road Central, Hong Kong
Email：complaint@gtjas.com.hk

Note: Upon the receipt of your complaint, we will issue an acknowledgement to you within 7 working days. We will undertake an initial assessment of the complaint and we may seek clarification from you to assist us in resolving it. Once the investigation is completed, a final response will be issued to you with our explanation and/or our appropriate action. Under normal circumstances, we endeavor to resolve the complaint at the earliest possible time or up to 8 weeks to resolve it. Depending on the complexity of the complaint or if there are exceptional circumstances that are beyond our control, there is a possibility that the assessment and investigation time may take longer. We will keep you updated on the status of the complaint.

Guotai Junan International