

Disclosure of Complaint Handling Procedures of Wells Fargo Bank N.A. Hong Kong Branch
(WFBNA HK), Organized under the laws of the U.S.A. with limited liability

At Wells Fargo, we strive to deliver superior service to our customers. However, if we did not meet your needs, please share your feedback with us so that we can better serve you and this disclosure document provides key information about the complaint handling procedures at Wells Fargo Bank N.A. Hong Kong Branch (WFBNA HK).

1. How to lodge a complaint

You may lodge a complaint, whether verbal or written, against WFBNA HK and/or our staff, by or on behalf of a customer about provision of, or failure to provide, services or products by WFBNA HK and/or one of our Third Parties through the following channels:

- By mail: 2705-2709, 27F Three Pacific Place, 1 Queen's Road East, Wan Chai, Hong Kong
(Attention to Complaint Officer)
- By email: HKComplaints@wellsfargo.com
- By phone:
 - (852) 3856 0955 (For Complaints)
 - (852) 3856 1000 (For General Enquiries)

Please provide information such as the facts, your concerns, desired outcomes, and contact details in your complaint. Information in relation to your complaint will be confidential and will be processed by the responsible staff strictly on a need-to-know basis.

Alternatively, you may contact your business representative (if available).

2. Complaints handling process

Once your complaint is received, we will:

- Acknowledge your complaint within seven (7) calendar days of the day of receipt, and
- Aim to provide a final or interim response with an explanation why we are not able to make a response and an indicative timeframe, within a reasonable period, for a full response within thirty (30) calendar days of the receipt of your complaint.

Complaint will be followed up, and investigated where necessary, for fact-finding without any undue influence. Findings and results from the complaint handling process are supported by objective evidence as far as practicable to address your concerns.

If you are not satisfied with our responses to your complaint, you may provide additional information to us so we can further investigate your complaint.