

Sent to: Banking Services Complaint Unit
Hong Kong Monetary Authority
55th Floor, Two International Finance Centre
8 Finance Street, Hong Kong

交回: 香港中環金融街8 號
國際金融中心2 期55 樓
香港金融管理局
銀行服務投訴組

Fax 傳真 : (852) 2509 3990

E-mail 電郵 : bankcomplaints@hkma.gov.hk

Official use 金管局專用:

Banking Services Complaint Form (Lehman-Brothers-related investment products)

銀行服務投訴表格(與雷曼兄弟相關的投資產品)

Complainant's particulars 投訴人資料

Name 姓名 : _____ Age 年齡 : _____

HKID No. (if applicable) 香港身份證號碼 (如適用) : _____

Telephone No. 電話號碼 : _____

Correspondence Address 通訊地址 : _____

Email address 電郵地址 : _____

Fax No. 傳真號碼 : _____

Details of investment product(s) and the bank(s) concerned 有關的投資產品及銷售銀行詳情

Bank 銷售銀行 : _____

Selling Channel 銷售渠道 : c Internet banking 網上理財 / c phone banking 電話理財 /
c branch name 分行名稱 _____

Name of bank staff (if known) 銀行銷售職員的名稱 (如知道) : _____

HKMA Reg. No. of bank staff (if known) 銷售職員的金管局註冊編號 (如知道) : _____

Investment A/C No. 投資戶口號碼 : _____

Product Name 投資產品名稱 : (1) _____

Issue Code/Series No. 發行編號/系列 : _____

Issuer of the Product 產品發行人 : _____

Amount Purchased (please specify currency) 購買金額 (請註明貨幣) : _____

Date of Purchase 購買日期 : _____

Product Name 投資產品名稱 : (2) _____

Issue Code/Series No. 發行編號/系列 : _____

Issuer of the Product 產品發行人 : _____

Amount Purchased (please specify currency) 購買金額 (請註明貨幣) : _____

Date of Purchase 購買日期 : _____

(If you have purchased more than 2 investment products, please attach additional sheets. 如你購買 2 個以上的投資產品, 請另行以白紙填寫。)

Details of Complaint 投訴內容

Please set out your allegations in point form, give all details of what was said and done during the selling process, and provide all available supporting evidence for each allegation. If space is not enough, please attach additional sheets. 請於此欄內把你的指控逐點列出，並扼要說明銷售的過程及當中的對話內容。請就每項指控盡可能提供所有證明文件。如填寫空位不夠，請另行以白紙繼續填寫。

Permission to go ahead

I would like the Hong Kong Monetary Authority (“HKMA”) to consider my complaint. I understand that HKMA will need to handle personal details about me in order to deal with my complaint effectively. The HKMA may need to exchange information about my complaint with other organisations (for example, to find out important facts relating to my case).

同意處理投訴的聲明

本人希望香港金融管理局(「金管局」)處理本人的投訴。本人明白為有效處理本人的投訴，金管局需要處理本人的個人資料。金管局可能需要與其他機構交換關於本人投訴的資料(例如為了獲得有關本人投訴的重要資料)。

Complainant’s Signature 投訴人簽署

Date 日期