



How to Complain

We strive to ensure your satisfaction with our services. However, if you are not entirely satisfied with our services, products or employees, we want to hear from you as soon as possible.

Contact your Relationship Manager

The quickest way to address any concerns you have is to contact your relationship manager or your normal day-to-day contact.

Write to Us

If you are not entirely satisfied, you can write to us at:

LGT Bank (Hong Kong)
Compliance Department
4203 Two Exchange Square
8 Connaught Place Central
Hong Kong

Or email us at

lgt.hk.lc@lgt.com

Our Complaint Process

We will acknowledge receipt of your complaint within 7 days and we aim to resolve your complaint within 30 days by sending you a final response. In the unlikely event that we are not in a position to make a final response within 30 days, we will notify you in writing of the reasons for the delay.

Write to the Hong Kong Monetary Authority ("HKMA")

Our aim is to resolve all complaints internally. However, if despite our best efforts you are not entirely satisfied with our handling of your case, you have the right to refer the matter to the HKMA.

The contact details of the HKMA are:

Complaint Processing Centre Enforcement Department
Hong Kong Monetary Authority
55/F, Two International Finance Centre,
8 Finance Street, Central,
Hong Kong.

Write to the Hong Kong Financial Dispute Resolution Center ("FDRC")

If you are an individual or a sole proprietor and the amount of each individual monetary claim is not more than HK\$500,000 (or its equivalent in another currency). You may also refer your case related to monetary dispute to the FDRC.

The contact details of the FRDC are:

Financial Dispute Resolution Centre Limited
Unit 3701-4, 37/F Sunlight Tower,
248 Queen's Road East, Wanchai,
Hong Kong

Telephone: +852 3199 5100