

# Client Charter

China Construction Bank (Malaysia) Berhad is highly committed to ensure that our financial products and services to our customers will be guided by the following key principles outlined in our client charter below:

## **a. Accountability**

All our products and services comply with relevant laws and regulations of Malaysia. We will endeavour to explain and help customers understand the financial benefits of our products and services, how they work and the risks involved.

## **b. Fairness**

In our interfaces, we will act fairly and reasonably in an ethical and consistent manner to all customers.

## **c. Privacy**

We are to ensure that our customers' data and information are used according to the proper guidelines and policies. As we recognize and understand your privacy concern, we ensure that your personal and financial information will not be shared by any unauthorized parties in any unlawful and unauthorized manner. We are at all times to protect and safeguard your personal data as well as any other information provided to us with our strict security policies.

## **d. Reliability**

We are committed to ensure that any disclosure of our products and services, is transparent and accurate.

## **e. Transparency**

We will provide you with clear, relevant and timely information to help you make an informed decision about our products and services.

### **For any queries, views or comments, please contact us at:**

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### **Note:**

This Customer Service Charter is strictly for information purposes and is not intended to, and does not create any legally binding rights or obligations.