

客户投诉渠道及处理流程

我们很荣幸为您提供优质的服务，如您有任何关于产品和服务的意见，请及时联系我们，期待您一如既往支持我们的工作！

投诉渠道

营业网点： 您可直接向我行营业网点工作人员反映问题。

客服电话： 您可拨打我行24小时服务热线95533，向智能语音反馈您的意见建议，或按“#”进入按键服务后选择“7号键-人工服务投诉与建议”进行反馈。

受理网站： 您可登录建行官方网站（www.ccb.cn）进入首页—客户服务—我要留言—投诉。

手机渠道： 关注“中国建设银行客户服务”“中国建设银行”微信公众号，或通过建行手机银行APP，联系我行在线客服。

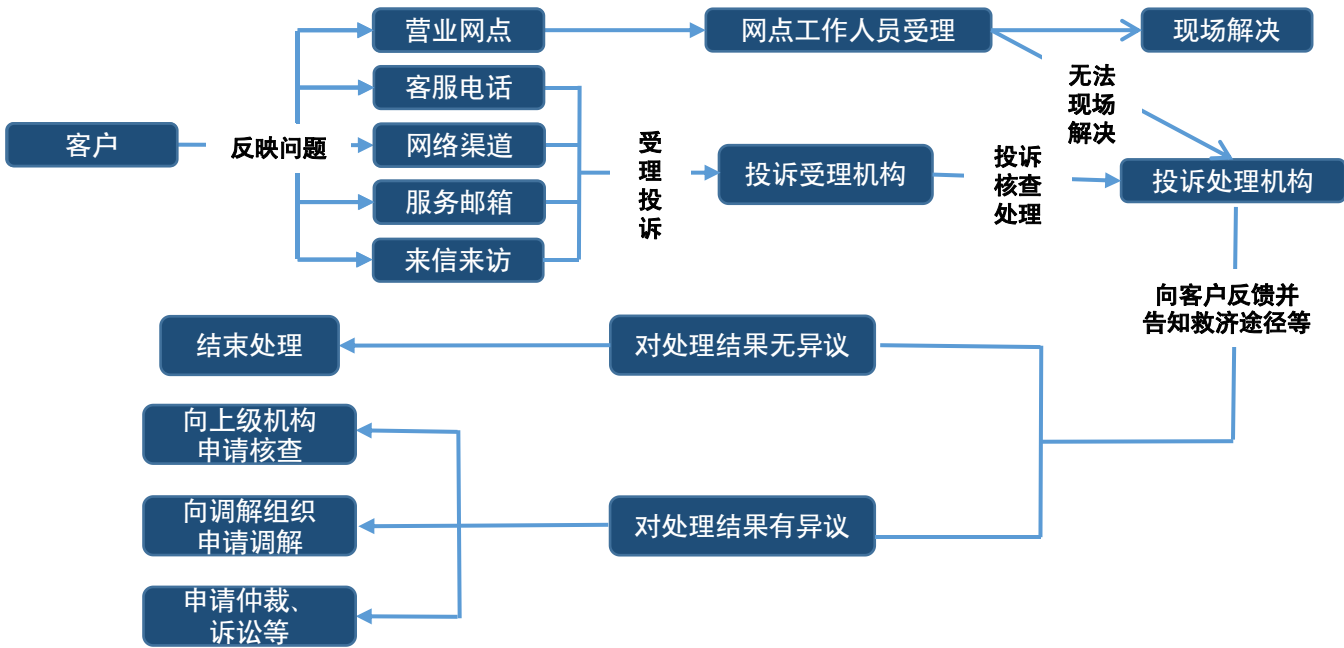
服务邮箱： CCBKF.ZH@CCB.COM。

总行地址及邮编： 中国北京市西城区金融大街25号；100033。



中国建设银行客户服务
微信公众号

投诉处理流程



温馨提示

- 您可以通过建设银行公布的投诉渠道提出投诉。
- 投诉处理机构在15日内作出处理决定并向您告知，复杂投诉可延长至30日内做出处理决定，最长处理期限不超过60日。
- 您如果对投诉处理结果有异议，可自收到处理决定之日起30日内通过书面形式向投诉处理机构的上级机构提出申请核查。对核查决定有异议的，可逐级向投诉处理机构的上级机构申请核查。
- 您如果对核查结果仍有异议，可向投诉处理机构了解当地金融消费者纠纷调解组织联系方式并申请调解，或通过仲裁、诉讼等途径解决纠纷。
我们将认真倾听您的声音！

Customer Complaint Channels and Handling Procedures

We are pleased to provide you with quality service. If you have any opinions on our products and services, please contact us in a timely manner. Thank you for your continued support of our work.

Complaint Channels

Business outlet: You can complain directly to our staff at the outlets.

Customer service hotline: You can call our 24-hour customer service hotline at 95533 to file a complaint. Please press 9 for English service and then proceed accordingly.

Complaint Acceptance website: You can visit CCB's official website (www.ccb.cn) and go to Home - Customer Service - Leave a Message - Complaint.

Mobile phone channel: Contact our online customer service through the Wechat official account of "CCB Customer Service", "CCB", or CCB Mobile Banking APP.

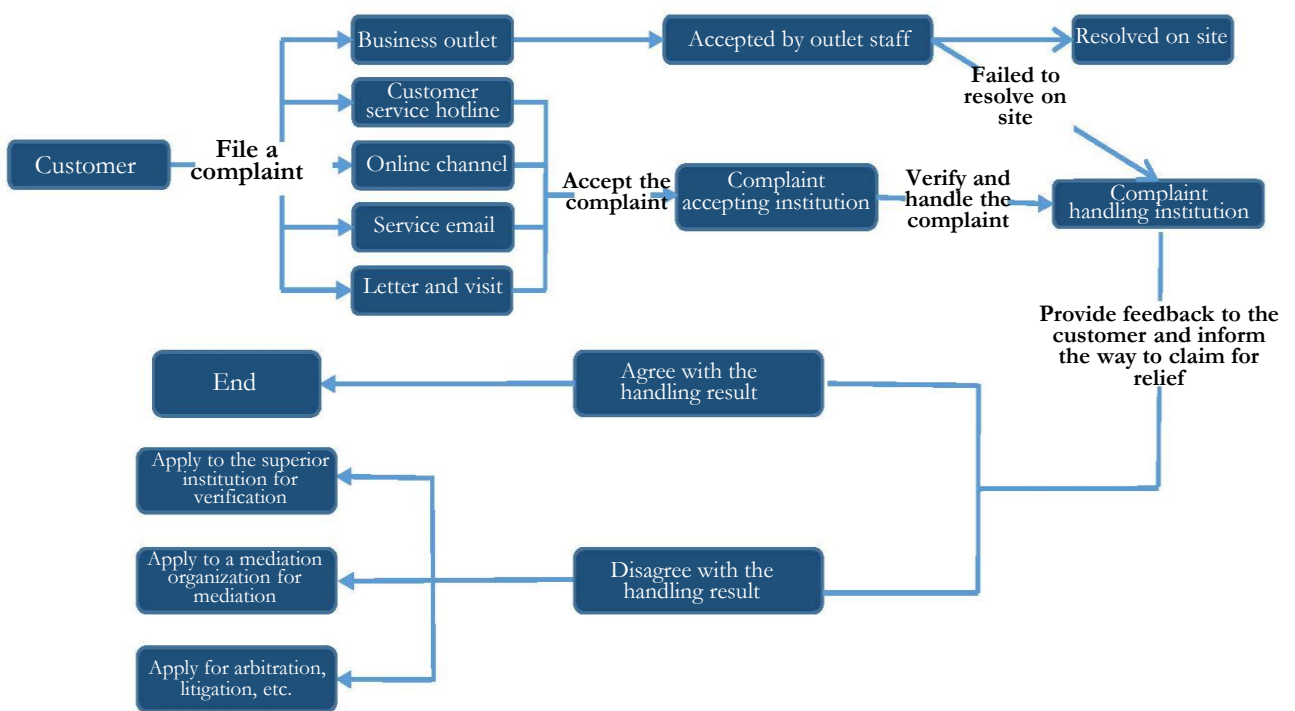
Service email: CCBKF.ZH@CCB.COM.

Address and postcode of the Head Office: No. 25, Financial Street, Xicheng District, Beijing, China 100033.



CCB Customer Service WeChat Official Account

Complaint Handling Procedures



Tips

1. You can file your complaint through the complaint channels announced by CCB.
 2. The complaint handling institution will make a decision within 15 days and inform you of the decision, which may be extended to 30 days for complex complaints, but the maximum handling period will not exceed 60 days.
 3. If you disagree with the complaint handling result, you may apply in writing to the superior institution of the complaint handling institution for verification within 30 days from the date of receiving the handling decision. If you disagree with the verification decision, you may apply to the superior institution at the next level for further verification.
 4. If you still disagree with the verification result, you are entitled to request the contact details of the local financial consumer dispute mediation organization from the complaint handling institution. You may then apply for mediation or pursue the dispute through arbitration or litigation.
- We appreciate your valuable feedback and are committed to addressing your concerns!