



CUSTOMER COMPLAINT RESOLUTION PROCEDURE

1. Raise Your Concern

If you are dissatisfied with our services, please contact the staff member or department responsible for the relevant service. We will make every effort to address your concern promptly and professionally.

2. Lodge a formal complaint

If you are not satisfied with the initial response, you may escalate your complaint to the Senior Consumer Relations Officer for further review and assistance.

3. Review and Resolution

We will carefully review your complaint and work toward a fair and timely resolution. We aim to complete our review and provide a written response within 30 calendar days from the date your complaint is received. If additional time is required, we will inform you of the reason for the delay and the expected timeline for resolution.

4. Final Response

Once our review has been completed, we will communicate our decision and any corrective actions, where applicable.

5. External Review

If you remain dissatisfied with our final decision, you may request the National Bank of Cambodia (NBC) to review the complaint and our complaint-handling process within 30 calendar days of receiving our final response.

Contact Information

Senior Consumer Relations Officer	Hotline	Email
Mr. Eung Lyeng	023 988 101 Extension: 314	eunglyeng@megaicbc.com

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