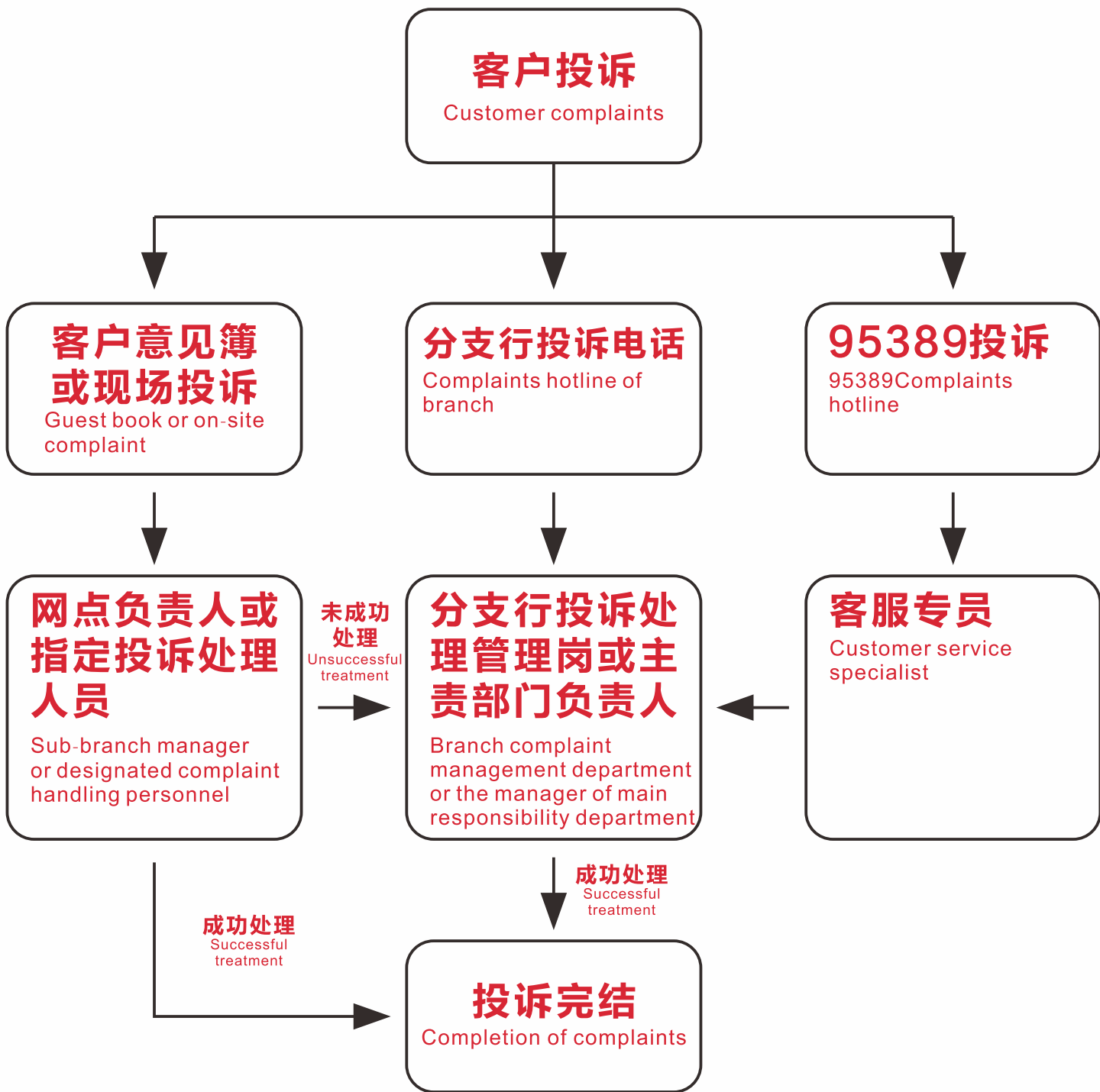


客户投诉渠道及处理流程

Customer complaints channels and handling process



投诉处理时限：无特殊情况下。我行将于15个工作日内完成客户的投诉处理，投诉处理时限从我行受理客户投诉的下一工作日起计算。

Complaint Processing time limit: we will handle and finish your complaint in 15 days without special circumstances. Time limit start form the next workingday when we receive the complaint.



重庆农村商业银行
CHONGQING RURAL COMMERCIAL BANK



客户服务热线 | 网址

95389 | www.cqrcb.com