



SUNTERA
GLOBAL

Hong Kong

Suntera “How to Complain” Leaflet

24 January 2023

**EMPOWERING
RESPONSIBLE
AMBITION**

suntera.com

HOW TO COMPLAIN

Suntera takes the issue of complaints seriously.

Suntera is proud of its professional reputation and looks to provide the best service possible. If you should be materially dissatisfied with the level of service provided by us, we encourage you to submit a formal complaint to us.

We will ensure that this complaint is dealt with as effectively and efficiently as possible. We are committed to acting professionally, fairly, and with integrity in all business dealings and relationships, and in line with regulatory requirements.

If you have a complaint to make, please email Compliance Hong Kong (compliance.hongkong@suntera.com).

If you make a complaint, we will acknowledge your complaint within seven working days.

We may ask you for more information or questions. We will then investigate and fully respond to your complaint within eight weeks of the date of your complaint.

We will endeavour to keep you informed during this time. In limited circumstances if we are unable to resolve your complaint within eight weeks, we will inform you of this. Upon Conclusion, we will inform you of the outcome of our investigation and outline the actions that we have taken for remediation and improvement.

It is important to us that our relationship with you remains strong. Your feedback is highly valuable as it allows us to improve the products and services we offer.