



Client's Complaint Channels

Guotai Junan Securities (Macau) Company Limited is offering you a wide variety of products and services. If you have any comments regarding our products or services, please send us your feedback. If you choose to lodge a complaint with us, you may send it through the following channels and we will get back to you as soon as we can.

Complaint Hotline : (853) 8293 1868

Fax : (853) 2881 1798

Address : Avenida Doutor Mário Soares, FIT Center of Macau, 9 Andar C2, Macau

Email : info@gtjas.com.mo

Note: Upon the receipt of your complaint, we will issue an acknowledgement to you within 10 working days. We will undertake an initial assessment of the complaint and we may seek clarification from you to assist us in resolving it. Once the investigation is completed, a final response will be issued to you with our explanation and/or our appropriate action. Under normal circumstances, we endeavor to resolve the complaint at the earliest possible time or up to - 30 days to resolve it. Depending on the complexity of the complaint or if there are exceptional circumstances that are beyond our control, there is a possibility that the assessment and investigation time may take longer. We will keep you updated on the status of the complaint.

Guotai Junan Securities (Macau) Company Limited

客戶投訴渠道

國泰君安證券(澳門)一人有限公司為客戶提供多元化的產品和服務。如果您對我們的產品或服務有任何意見，請將回饋發送給我們。如果您想作出投訴，可以透過以下渠道將有關詳情發送給我們，我們會盡快回覆您。

聯絡電話 : (853) 8293 1868

傳真 : (853) 2881 1798

地址 : 澳門蘇亞利斯博士大馬路澳門財富中心 9 樓 C2 座

電郵 : info@gtjas.com.mo

備註: 本公司在收到投訴個案後，將於 10 個工作天內向投訴人發信確認收到投訴。本公司將會立即展開調查，並於完成調查後向投訴人發出最終回覆。在一般情況下，收到投訴後我們致力盡快處理每個個案或不遲於 30 天內完成。但因應投訴個案的複雜程度或其他特殊情况而產生無法控制的因素可能會影響調查所需時間。本公司會適時通知投訴人。

國泰君安證券(澳門)一人有限公司