

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

客户投诉渠道

国泰君安证券(澳门)一人有限公司为客户提供多元化的产品和服务。如果您对我们的产品或服务有任何意见，请将回馈发送给我们。如果您想作出投诉，可以透过以下渠道将有关详情发送给我们，我们会尽快回复您。

联络电话：(853) 8293 1868

传真：(853) 2881 1798

地址：澳门苏亚利斯博士大马路澳门财富中心9楼C2座

电邮：info@gtjas.com.mo

备注：本公司在收到投诉个案后，将于10个工作日内向投诉人发信确认收到投诉。本公司将会立即展开调查，并于完成调查后向投诉人发出最终回复。在一般情况下，收到投诉后我们致力尽快处理每个个案或不迟于30天内完成。但因应投诉个案的复杂程度或其他特殊情况而产生无法控制的因素可能会影响调查所需时间。本公司会适时通知投诉人。

国泰君安证券(澳门)一人有限公司