

## How to file a customer complaint



### 1. How can you file a complaint?

#### ❖ Oral Complaints

- Contact phone number: 023 970 000 / 017 323 186 / 061 751 801 / 086 567 841
- By email: [complaint@prasethpheapfinance.com.kh](mailto:complaint@prasethpheapfinance.com.kh)
- Meet in person with our staff at your nearest branch.

#### ❖ Written complaint

- Meet with our staff at your nearest branch to fill out a written complaint form.
- Request a Complaint Form at your nearest branch.
- Or you can write a complaint yourself and put it in the complaint box at all payment counters of all branches of Prasethpheap Finance Plc.

### 2. How long does it take to resolve a complaint?

- ❖ Oral settlement: Oral litigation is resolved no later than two (2) business days.
- ❖ Written Resolution: Written complaint must be resolved no later than 30 days after receipt of the complaint.

### 3. What information and documents are required to file a complaint?

#### ❖ Personal contact information

- Name
- Phone number
- Email

#### ❖ Cause

- Details of your claim.
- Details of the solution you want.

#### ❖ Evidence of Complaint

- Customer Complaint Form (Written Complaint).
- Any documents or cards or letters related to your complaint (if any).

We will notify you in writing or by telephone of the outcome of the grievance within 30 (thirty) business days. In the event of a delay or a complex complaint, we will provide you with information on a regular basis.

- ❖ **Note:** All your information is used only for the purpose of resolving complaints and keeping you strictly confidential.
- ❖ **Working hours:** Every working day from Monday to Friday from 07:30 am to 04:00 pm.