

Send us your opinion

Dear Customer

At East Asia Securities Company Limited, we believe in the importance of the best possible standard of customer service. We are dedicated to providing quality service that suits your needs, and wish to hear your opinions in order to enhance our service standard.

You are most welcome to share your opinions or suggestions with us through the following channels:

- By letter: please send your letter [by post](#), by fax on (852) 3608 6128.
- By e-mail: please send your e-mail to info@easecurities.com.hk; or
- By telephone: please call our Customer Opinion Hotline on (852) 3608 8029.

To promptly address your concerns, we will take the follow-up actions and will provide you with:

- a **written acknowledgement within 7 days** upon receipt of your opinions or suggestions; and
- a **written response** to your opinions or suggestions **within 30 days** upon receipt of the same.

Thank you for your kind support.

Yours sincerely
East Asia Securities Company Limited

Remarks:

1. Written acknowledgement will only be applied to the opinions or suggestions sent by letter or by email.
2. No written acknowledgement will be provided if a written response is provided directly to customers or relevant persons within 7 days upon receipt of the opinions or suggestions.
3. No written acknowledgement or written response will be provided if the opinions or suggestions, upon receipt, have been duly resolved by close of business on the following business day.

Address:
The Customer Complaint Officer
East Asia Securities Company Limited
9th Floor, The Bank of East Asia Building
10 Des Voeux Road Central
Hong Kong