

What happens if you want to complain?

How to register your complaint

You must contact us **within 60 days of becoming aware of the problem** that you wish to complain about. Here are the ways to get in touch ...



Call us free on **1800 20 1234** between **8am and 6pm**.



Visit one of our **branches** and speak to a member of staff.



Send an email to **claims@bredcambodia.com.kh**

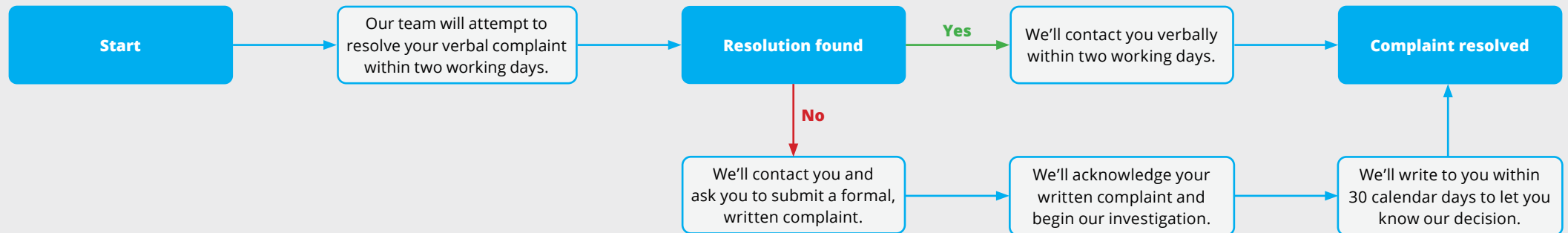


Visit our website **bredcambodia.com.kh** and ...



Contact your BRED Bank Cambodia **Relationship Manager**.

What happens next?



What happens if your complaint isn't resolved to your satisfaction?

If our resolution does not meet your satisfaction, you can refer it to the National Bank of Cambodia for further investigation. Referrals must be made within 30 calendar days of your receipt of our decision.