



Response to Your Complaint

We will acknowledge your opinion or complaint within 5 business days or 7 calendar days whichever is earlier, with the contact details of the staff responsible for handling the complaint. In some cases, it might take us more time to look into the matter and we aim to reply within 4 weeks. Your opinion or complaint will be reflected to the management. We will make every effort to respond to your opinion or resolve your complaint as soon as possible.

Communication Channel

Mailing Address: Hang Seng Bank Building, 83 Des Voeux Road Central,
Hong Kong

Email: hsvm_enquiry@hangseng.com

Enquiry Hotline: (852) 2198 5890

Fax No.: (852) 3409 1921