

Target Insurance Company, Limited

泰加保險有限公司

(incorporated in Hong Kong with limited liability)

COMPLAINTS HANDLING POLICY

1. PURPOSE

The Company is committed to achieve and maintain reputation by delivering the highest standards of customer service to our valued customers.

The purpose of this Complaints Handling Policy is to ensure Target Insurance Company, Limited to resolve our customer complaint in an effective and efficient way.

2. POLICY

2.1 Complaint Definition

A complaint under this policy is defined as any expression of dissatisfaction with a product or service offered or provided.

Any individual or organization who is dissatisfied with a product or service offered or provided by Target Insurance Company, Limited may contact us by phone, fax, email or mail to us.

2.2 Contact Details

Phone:	2926 2926
Fax:	3585 6028
Email:	cs.motor@6161.com.hk
Mail:	5/F, Low Block, Grand Millennium Plaza, No. 181 Queen's Road, Central, Hong Kong

2.3 Complaint Process

Your complaint would first be handled by our customer service representative, most of the cases can be settled at this level. If our customer service representative cannot resolve your complaint, your case will be transferred to our customer service supervisor or general manager. They will review your case professionally and try the best to resolve your complaint amicably.

2.4 Service Standard on Complaint Handling

For most of the complaint cases

- acknowledgement within 1 working day
- resolution within 5 working days

If longer time for further investigation is needed, we will contact complainant our expected time to complete the investigation and explain the delay reason.

2.5 Objectivity and Confidentiality

Target Insurance Company, Limited ensures that each complaint will be handled in a fair, objective and unbiased way during the whole complaint process. Moreover, all personal information provided by complainant will be used for the complaint process only. We will not disclose any personal information to any unrelated person.

2.6 Customer Oriented and Continual Improvement

Target Insurance Company, Limited concerns about our valued customers. We treasure our customers' feedback (including complaints). We take every single complaint seriously and commit to resolve customer complaint by actions.

We will review the complaints handling process regularly.

Our ultimate goal is to deliver the best customer experience throughout our continual improvement.