德国商业银行股份有限公司北京分行

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征信异议受理渠道公告

Credit Dispute Channels Announcement

尊敬的客户：

Dear Customer(s):

非常感谢您对我行服务及产品提供宝贵的意见或建议。德国商业银行北京分行（以下简称“我行”）非常重视您的意见或建议，并努力做到公正及时的解决您的问题 。

Thank you very much for providing valuable feedback or suggestion in terms of our service and products. Commerzbank Shanghai Branch (“We”) value your feedback or suggestion and endeavor to resolve your problem in fair and timely manner:

征信异议受理范围：

Scope of Credit Dispute:

我行征信异议受理范围为企业认为我行在人行征信系统中提供、保存的企业征信信息相关内容（包括贷款、贸易融资等业务的金额、提款/还款日期、产品、金融资产风险分类等）存在错误、遗漏，可向我行提出异议申请。

The scope of the credit dispute that we will handle includes the defects and/or missing info on the contents of the company credit information that our bank input and maintain in the PBOC Credit System (including info of loan and trade finance, such as amount, drawdown/repayment dates, products, financial asset risk classifications, etc.)

征信异议受理渠道：

Submission Channels of Credit Dispute:

我行已设立征信异议提交渠道（包括提交至德商集团官网、电话、电子邮箱、信函和我行营业网点，详情请见我行前台大厅处或官网公示的客户投诉提交渠道信息）。请您通过上述指定渠道提供异议基本信息及相关的异议申请、主要事实和相关依据或书面材料（如有），以便我们及时有效地予以处理。通过上述指定渠道（德商集团官网除外）提交的异议，我行工作人员将在收到异议申请之后 1 日内向您发送异议收悉通知（周末和国家公立假日收到除外）。

We have established multiple dispute logging in channels (including submitting in Commerzbank Website (Beijing), by telephone, by email, by mail and visiting our office, whose details are referred to the published complaint channel info in our office lobby and in Commerzbank China branch official website). Please provide the basic information about the dispute, major fact and relevant evidence, or relevant written materials if applicable through the designated dispute submitting channels in order for us to timely and effectively process. We will send you the Notice of Receipt within 1 day upon receiving the dispute submitted through the aforementioned designated channels (excluding Commerzbank Website or receiving day falls on weekends and national public holiday).

征信异议受理流程：

Credit Dispute Handling Procedure:

客户直接向我行提出与征信相关的异议，我行将在核验客户身份后由相关前台部门及数据上报部门共同调查并解决有关异议，并在自收到异议之日起 20 日内进行核查、处理并将结果书面答复客户。

In case client submits the credit information related dispute to our bank directly, after confirmation about the client identity, front office and related reporting departments shall jointly investigate and work out the resolution, then properly handle the dispute and provide the feedback to the client in writing within 20 days.

征信异议咨询电话：

Credit Dispute Hotline:

请见我行前台大厅处或官网公示的客户投诉提交渠道信息（包含咨询、异议受理电话）。

Pease refer to the published complaint channel (including phone numbers for inquiry and dispute) info in our office lobby and in Commerzbank China branch official website.