

TREASURE LIKE HOLDINGS LIMITED

(Incorporated in Hong Kong with limited liability)

(於香港註冊成立之有限公司)

(the “Company”)

(「公司」)

Complaint Handling Procedures 處理投訴流程

1. Purpose 目的

This procedure ensures the company maintains and monitors proper systems, within reasonable practical limits, to handle complaints and enquiries arising from ordinary lending and debt collection; it is established to ensure all customer grievances are handled in a timely, fair, and effective manner.

本流程旨在確保公司在合理切實可行的範圍內，維持並監察妥善的制度，以處理日常貸款業務及相關收數活動所引起的投訴或查詢；確保所有顧客訴求均獲得及時、公平且有效的處理。

2. Principles 原則

- All complaints will be treated confidentially. 所有投訴將保密處理。
- The handling process shall remain independent and objective. 處理過程將保持獨立及客觀。
- Appropriate remedial actions will be taken. 將採取適當的補救措施。

3. Complaint Channels 投訴渠道

Customers may submit complaints via the following channels:

顧客可以通過以下方式提出投訴：

電話熱線 (Complaint Hotline) : (852) 2200 9188

電子郵件 (Email) : info@madison-group.com.hk

郵寄地址 (Mailing Address) : Room 826 to 828, 8/F, One Island South, 2 Heung Yip Road, Wong Chuk Hang, Hong Kong
香港黃竹坑香葉道 2 號 One Island South 8 樓
826-828 室

The company website provides downloadable complaint forms (Appendix A) and submission guidelines for accessibility.

公司網站提供投訴表格(附錄 A)下載及提交指引，確保渠道方便及易達。

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4. Handling Process and Timeline 處理流程及時間表

步驟 (Step)	描述 (Description)	目標時間 (Target Timeline)
1	Complaint Received 收到投訴	Immediate logging upon receipt 收到即時記錄
2	Acknowledgement 確認通知	Issue a written acknowledgement within 7 working days, including a reference number and expected resolution timeframe. 於 7 個工作日內發出書面確認函，告知參考編號及預計處理時間。
3	Investigation 調查	Internal review and data gathering 內部審查並收集資料
4	Final Response 最終回覆	Complaints will be resolved within 30 working days. For any complicated case, the Company might be resolved within two months 投訴將在 30 個工作天內解決。如投訴個案複雜，公司可能會在兩個月內解決。
5	Follow-up 跟進	Follow up on remedial actions if necessary 如有需要，跟進補救行動
6	Record Keeping and Reporting 記錄及報告	All complaints are recorded and retained for at least 7 years 所有投訴記錄存檔至少 7 年 Complaints Data will be reported to management quarterly, with procedures reviewed periodically. 投訴記錄按季度提交管理層報告，定期檢討流程。
7	Training and Review Mechanism 培訓與檢討機制	Staff responsible for handling complaints must complete annual training on procedures and compliance. Training records shall be maintained. 處理投訴的員工須完成年度培訓，內容涵蓋流程與合規要求。培訓記錄將予保存。 The Board will conduct an annual review of this procedure. Revisions are communicated to relevant staff. 董事會每年檢討本流程及投訴趨勢，並按需要修訂。修訂內容將通知相關員工。

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(附錄 A) (Appendix A)

投訴表格 COMPLAINT FORM

甲部：投訴人資料 (SECTION A: COMPLAINANT INFORMATION)

項目 (Items)	詳情 (Details)
姓名 (Name)	
身份證號碼 (HKID/Passport No.)	
聯絡電話 (Telephone)	
電郵地址 (Email Address)	
郵寄地址 (Mailing Address)	
貸款編號 (Loan Reference No.)	

乙部：投訴詳情 (SECTION B: COMPLAINT DETAILS)

投訴日期 (Date of Complaint) : _____

投訴事項性質 (請選擇✓) (Nature of Complaint) (Please select✓)

- | | |
|--|---|
| <input type="radio"/> 利息計算錯誤
Interest Calculation Error | <input type="radio"/> 隱瞞收費
Undisclosed Charges/Fees |
| <input type="radio"/> 不當催收行為
Improper Debt Collection Practices | <input type="radio"/> 缺乏透明度
Lack of Transparency |
| <input type="radio"/> 貸款文件問題
Loan Documentation Issues | <input type="radio"/> 客戶服務不滿
Unsatisfactory Customer Service |
| <input type="radio"/> 違反貸款條款
Breach of Loan Terms | <input type="radio"/> 其他 Others
_____ |

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投訴原因及詳細描述 (Reason and Detailed Description of Complaint) :

投訴涉及金額 (Amount Involved) : _____

相關證據文件(Supporting Documents):

☐ 貸款合約副本 (Loan Agreement Copy)

付款記錄 (Payment Records)

通訊往來 (Correspondence)

其他 (Others): _____

丙部：期望解決方案 (SECTION C: EXPECTED RESOLUTION)

投訴人期望公司採取的行動 (Actions expected from the company):

丁部：聲明及簽署 (SECTION D: DECLARATION AND SIGNATURE)

本人謹此確認上述資料屬實，並授權公司使用本人提供的個人資料以處理此投訴。

I hereby certify that the above information is true and accurate, and authorize the company to use my personal data for handling this complaint.

簽署 (Signature) : _____

日期 (Date) : _____

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戊部：公司確認 (SECTION E: COMPANY ACKNOWLEDGEMENT)

收據編號 (Receipt No.) : _____

收到日期 (Date Received) : _____

接收人簽署 (Received by) : _____

預計回覆日期 (Expected Reply Date) : _____

投訴將於 30 個工作日內處理完畢。如有任何疑問，請致電 2200 9188 或電郵 info@madison-group.com.hk。

The complaint will be handled within 30 working days. For any enquiries, please call 2200 9188 or email info@madison-group.com.hk.

備註 / NOTES

1. 投訴人應保留表格副本以作記錄 / Complainant should retain a copy for records
2. 所有提供的資料將按《個人資料(私隱)條例》處理 / All information will be handled in accordance with the Personal Data (Privacy) Ordinance
3. 公司將於 10 個工作日內發出書面確認 / Company will issue written acknowledgement within 10 working days
4. 投訴將在 30 個工作日內解決 / Complaint will be resolved within 30 working days
5. 如需延期，公司將書面通知投訴人 / Any extension will be notified in writing