Long Phan Investment Consulting and Legal Services Company Limited

LONG PHAN COMPLAINT RESOLUTION POLICY

longphanpmt.com

Dear Our Valued Clients,

“At Long Phan, client satisfaction is our priority. Our complaint resolution policy is built to address any issues in a fair, transparent, and effective manner...”

“Giving trust - Receiving solutions”

Complaint Resolution Process

“Fairness - Transparency - Friendliness”

Tuvanlongphan

Complaint Resolution Process

01 ***Receiving the Complaint:***

Please send your complaint via:

- *Email: info@longphanpmt.com*
- *Phone: 0906 735 386*
- *·Address: TM7 Commercial Lot, Lavita Garden Apartment Complex, Thu Duc City, Ho Chi Minh City*

02 ***Providing Detailed Information:***

Clients are requested to provide complete information regarding their complaint, including:

- *Full name and contact information*
- *Detailed description of the complaint*
- *Related documents (if any), such as invoices, contracts, or any related documents to clarify the issue.*

03 ***Complaint Handling:***

Our specialized department and management will review the complaint and respond within a maximum of five (5) working days from the date of receiving the complaint information, providing information on the progress and next steps.

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Resolution Period:

The resolution timeline may vary, but it will not exceed fourteen (14) working days from the date of receiving the complaint information.

Confidentiality Commitment

“We are committed to keep the confidentiality of your complaint information, which will only be used for complaint resolution purposes. Data will not be published without your agreement.”

“Thank you for trusting and choosing our services. Long Phan is always support you!”