

APD Bank COMPLAINT SOLUTION Process



If you have any complaints,
Follow these steps:



1 Meet APD Bank Complaint Officer

Our complaint Officer wants to hear your voice,
so request to see us at APD Bank Head Office or
reach us via 023 211 888 (Ext: 819) or
complaint@asiapacificbk.com

2 Submit your Complaint Request

Either you reach our Complaint Officer in
person or via phone/email, fill out the
Complaint Request Form and submit/send to us.

3 Get our Acknowledgement Letter

Once we receive your Complaint Request, we
will confirm accepting your request and issue an
acknowledge letter to you within two (2) days.

4 Proposed Solution

When we fully investigate your case, we
propose solutions for your considerations.
Everyone has the right to comment further.

5 Final Decision

We continue to consider any comments
on the proposed solution until there is
mutual agreement before we issue our
final decision.

**Asia-Pacific Development
Bank Plc.**

General inquiries: 023 211 888

Compliant Officer: 023 211 888 (Ext: 819)

Address: No. 132, Corner of Norodom Blvd
and Street 294, Sangkat Tonle Bassac, Khan
Chamkarmon, Phnom Penh.

