

Financial Service	Approximate Turnaround Time
<b>Item 1 – 2 Complaint Receiving and Handling</b>	
<b>1. Acknowledgement of receipt of complaint</b>	
<ul style="list-style-type: none"> <li>Complaint via Call Center</li> </ul>	Immediately
<ul style="list-style-type: none"> <li>Complaint via email</li> </ul>	1 Business Day
<ul style="list-style-type: none"> <li>Complaint via written letter</li> </ul>	7 Business Day
<ul style="list-style-type: none"> <li>Complaint via staff at Head office or branches</li> </ul>	Immediately
<b>2. Informing of investigation result or progress (excluding fraud cases)</b>	
<ul style="list-style-type: none"> <li>The bank will solve a complaint, or, in case the complaint cannot be solved within the approximate turnaround time, the bank will inform the customer of the progress of investigation and the expected approximate turnaround time required for investigation.*</li> </ul>	15 Business Days
<b>Item 3-4 Deposit</b>	
<b>3. Inquiry of error from Mizuho Global e-Banking e.g. non-receipt of cash or incorrect transferred amount, but excluding fraud cases</b>	
<ul style="list-style-type: none"> <li>In case of error from Mizuho Global e-Banking e.g. non-receipt of cash or incorrect transferred amount, before the daily cut-off time, the bank will investigate, inform the customer of the result and adjust the transferred amount (if any)</li> </ul>	Within 19:00 on next day
<ul style="list-style-type: none"> <li>In case of error from Mizuho Global e-Banking e.g. non-receipt of cash or incorrect transferred amount in e-Wallet, but excluding fraud cases, the bank will investigate, inform the customer of the result and adjust the transferred amount (if any)</li> </ul>	
<ul style="list-style-type: none"> <li>➤ Fund transfer via Prompt Pay Service</li> </ul>	3 Business Days
<ul style="list-style-type: none"> <li>➤ Fund transfer via other Services</li> </ul>	5 Business Days
<b>4. Inquiry of error from fund transfer e.g. incorrect fund transfer or amount (excluding fraud cases)</b>	
<ul style="list-style-type: none"> <li>In case of fund transfer <b>between the accounts in Mizuho Bank</b>, the bank will investigate and inform the result to the Customer. *</li> </ul>	15 Business Days
<ul style="list-style-type: none"> <li>In case of fund transfer <b>between the accounts in Mizuho Bank and the accounts in other banks</b>, the bank will investigate and inform the result to the customer. *</li> </ul>	20 Business Days

<b>Item 5 Other Services</b>	
<ul style="list-style-type: none"> <li>In case of an inquiry of Interest Calculation for Loan for the last 12 cycles, the bank will provide the information in writing to the customer. *</li> </ul>	<b>15 Business Days</b>
<ul style="list-style-type: none"> <li>In case of an inquiry of the bank statements for the last 6 cycles, the bank will provide the information in writing to the customer. *</li> </ul>	<b>3 Business Days</b>
<b>Remarks</b> * <b>Approximate Turnaround Time</b> is counted from the first business day after the date of the receipt of the request together with completed supporting document(s) (if any) from the customer. * <b>Mizuho Bank</b> shall refer to Mizuho Bank, Ltd. Bangkok Branch.	

**Disclaimer:** The Bank has prescribed service periods with the intention to provide its customers with standard level of service that is fast, efficient, transparent, and responsive to its customers' needs only. Such standard service period shall be subject to accuracy and completeness of facts and/or information, and customers' cooperation, occurrence of any force majeure event, event beyond control of the Bank and/or any event in which the Bank must comply with its business continuity plan, on a case by case basis.

The Bank reserves the right to amend or modify any information, content, terms or conditions of the service level agreement without prior notification. If a delay, suspension or failure to perform occurs in any circumstances, the Bank shall not be liable to its customers, users and/or any other persons and the Bank shall not be responsible for any damage, loss, loss of business opportunity, loss of profit and/or other liability whether direct or indirect arising out of any claim in relation to contractual obligation, tort, negligence or any other circumstances, regardless of whether the Bank has been notified by its customers, users and/or any other persons that the foregoing loss and damage would occur.