

CUSTOMER FEEDBACK AND COMPLAINT PROCEDURE

01

Customers may submit feedback or complaints through these channels:



Email

service@vn.msigg-asia.com



Website

msigg.com.vn/vi/contact-us



Call Centre

0888 176 198



Offices

Head Office/ Branches

02



**Acknowledgement of
complaint received**

(within 2 working days)

03



**Internal process of
complaint handling**

04



**Response to customer regarding
the complaint submitted**

(within 5 working days for interim reply
and within 10 working days for final reply)

05



Resolved