



Date: 29th August, 2025

Mizuho Bank, Ltd. Hong Kong Branch (the "Bank")

Notice to Customers on Comments and Complaints

Dear Customers

Mizuho Bank, Ltd., Hong Kong Branch (the "Bank") values customers' comments about the Bank and puts high regards towards customers' opinion about the Bank's services. Accordingly, the Bank always welcomes customers' comments, suggestions or complaints about the Bank's services.

In order to let us process comments efficiently, we shall appreciate it if you can express your comments by all means, but preferably in writing for better communications. You can make comments or complaints to your usual contacts of the Bank or send to either of the following for an independent handling: -

The Complaint Officer

Tel. No.
2306 5000

The Compliance Officer

2306 5250

Once the officers receive the complaint and inform the Compliance Officer, you will receive an acknowledgement of receipt. After a thorough investigation, a formal written reply to the complainant will follow. Such formal reply will reach the complainant within 30 days after our Compliance Officer has received the complaint. If the investigation requires more than 30 days, you will be informed of this fact within the 30-day period. A formal reply will be delivered to you in due course; in any event not exceeding 60 days after the Compliance Officer has received the complaint.

All complaints are handled in strict confidence.

This letter is computer-generated no signature is required.

Mizuho Bank, Ltd.
(Incorporated in Japan with Limited Liability)
Hong Kong Branch