



**ราชนานี ลีสซิ่ง**

**Ratchthani Leasing**

A Thanachart Group Company

## **Disclosure of Financial Service Quality and Customer Complaint Resolution**

**Ratchthani Leasing Public Company Limited : Quarter 4/2019**

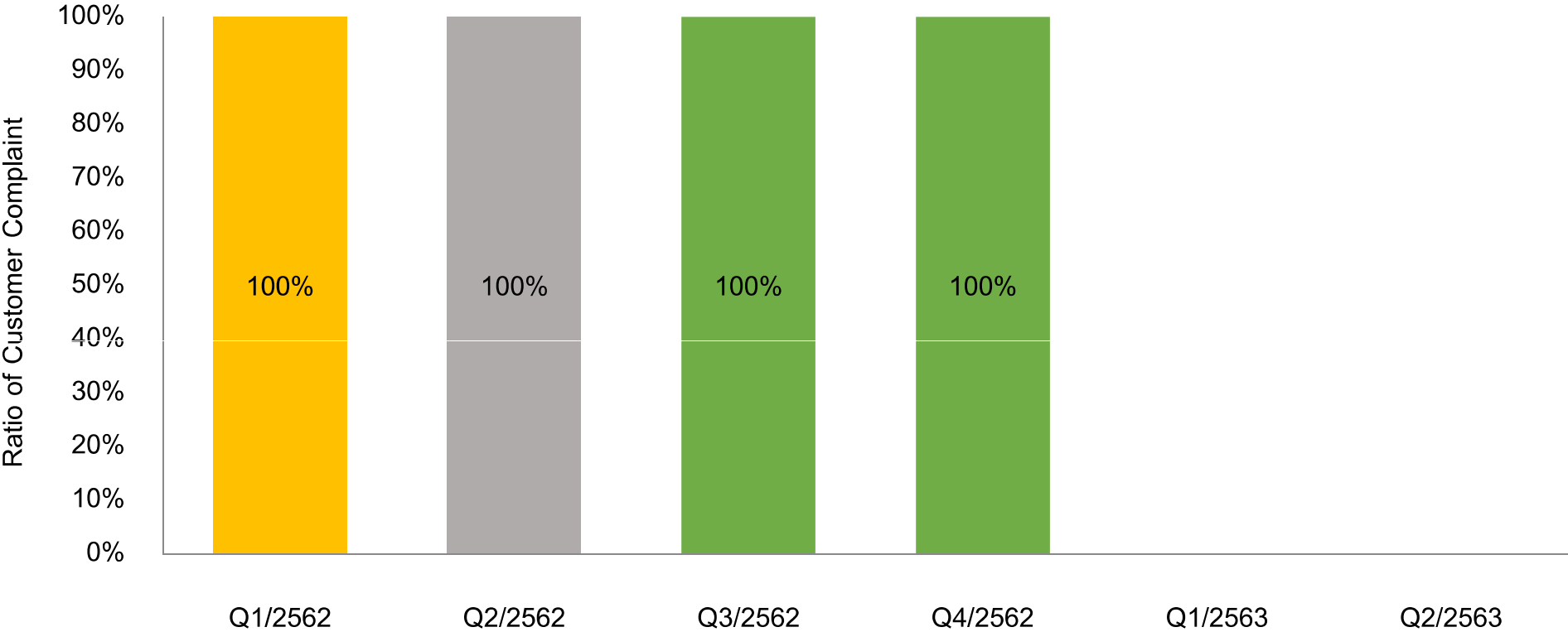
# Financial Service Issues and Customer Complaint Resolution



**ราชนานี้ลีสซิ่ง**  
Ratchthani Leasing  
A Thanachart Group Company

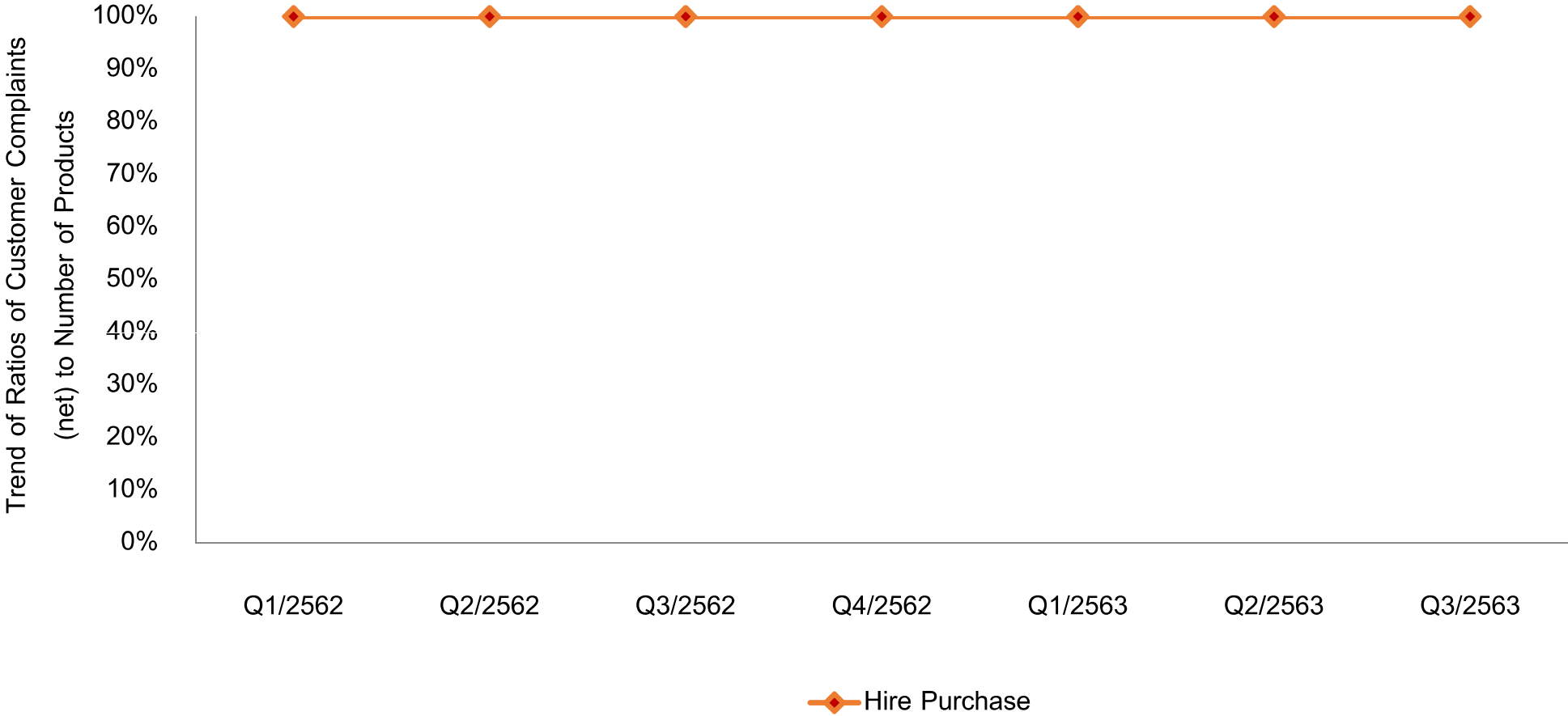
Financial Service Issues	Reporting period					
	Q1/2562	Q2/2562	Q3/2562	Q4/2562	Q1/2562	Q2/2562
Insufficient or Inaccurate Product Details	-	-	-	-		
Disturbing Sales	-	-	-	-		
Interest and Fee	-	-	-	-		
Others	-	-	-	-		
- Behavior	1	-	-	-		
- Debt Collection	-	1	-	-		
<b>Total Financial Service Issues (Issues)</b>	<b>1</b>	<b>1</b>	<b>-</b>	<b>-</b>		

# Trend of Customer Complaints

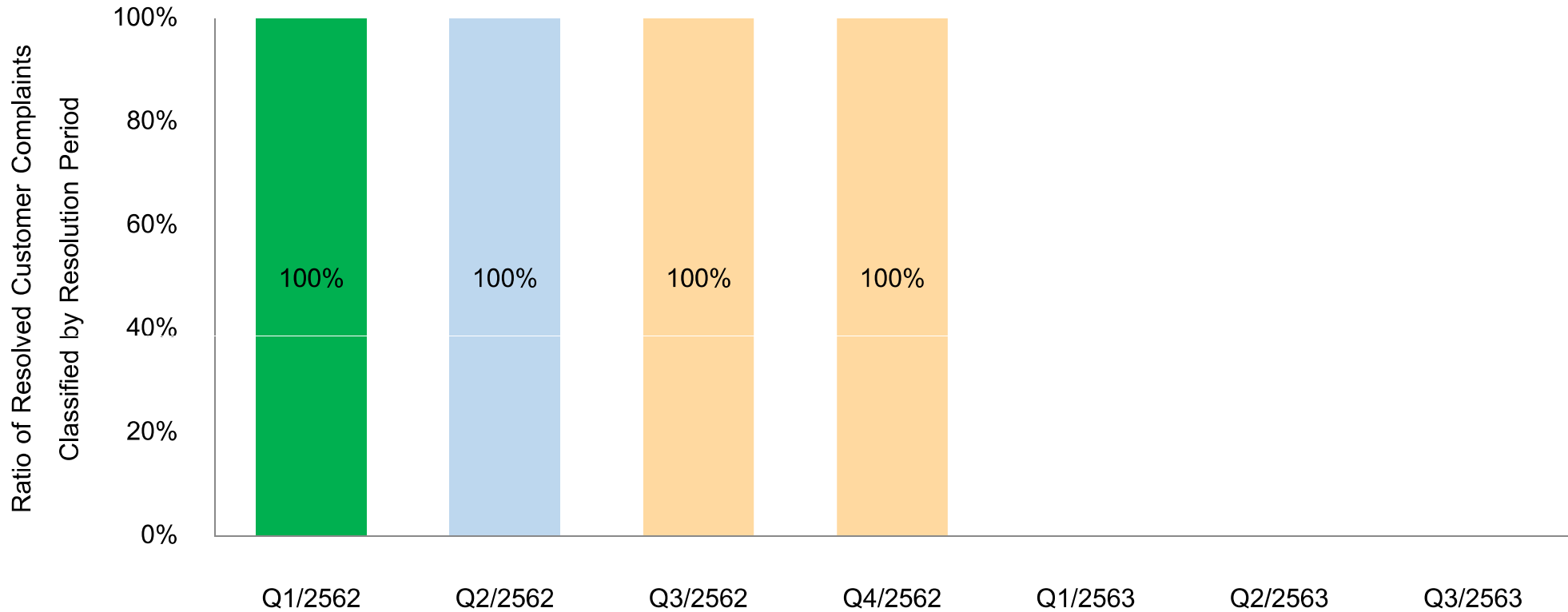


- Insufficient or Inaccurate Product Details
- Disturbing Sales
- Interest and Fee
- Others (Behavior)
- Others (Debt Collection)
- None

# Trend of Ratios of Customer Complaints (net) to Number of Products



# Ratio of Resolved Customer Complaints Classified by Resolution Period



- ≤ 1 day
- > 1 day - ≤ 7 days
- > 7 days - ≤ 15 days
- > 15 days - ≤ 30 days
- > 30 days - ≤ 60 days
- > 60 days - ≤ 90 days
- > 90 days
- None

# Customer Complaints Classified by Resolution Period (more than 30 days)

