

Our ref 549266 (Complaint ground: 549267)  
Contact Todd Moore  
22 April 2021



Ms Helen Hardly

By email: [fyi-request-15065-8dd37cab@requests.fyi.org.nz](mailto:fyi-request-15065-8dd37cab@requests.fyi.org.nz)

Tēnā koe Helen

I refer to your correspondence of 4 April 2021 made via the FYI website, in which you seek clarification on any action taken in response to a high volume of complaints received against the Bank of China.

Unfortunately, the Chief Ombudsman is unable to assist you with this matter. The Chief Ombudsman's role is to consider and investigate specific complaints about the administrative conduct of central and local government agencies. The Chief Ombudsman does not have authority to investigate financial service providers.

To pursue this matter, you may wish to raise your concerns with the [Banking Ombudsman](#) which deals with complaints against a number of financial service providers — which includes the New Zealand branch of the Bank of China.

You can contact the Banking Ombudsman by using the below information:

Email: [help@bankomb.org.nz](mailto:help@bankomb.org.nz)  
Telephone: **0800 805 950**

I trust the above information is of assistance.

Nāku noa, nā

Scott Martin  
Manager – Intake and Early Assistance Team