

投诉流程

If you have a query or you are dissatisfied, your first point of contact should be our Customer Support team via email customerservices@cccapi.ky or telephone (+1 345 769 1890)
如果您有疑问或有不满意之处，请通过 customerservices@cccapi.ky 先联系我们的客户服务部或致电(+1 345 769 1890)。

For us to investigate your complaint quickly and efficiently, we need as much information from you as possible. This includes:

为了更快更好地调查您的投诉问题，我们需要您尽可能提供更多信息。包括：

- your name and client reference number (if you have one) 您的姓名和客户参考编号（如果有的话）
- a clear description of your complaint 清晰的投诉描述
- details of any requests you may have (i.e. what you would like us to do to resolve your complaint); and 您的任何需求（例如，您希望我们做些什么来解决您的投诉）；以及
- copies of relevant documents, such as emails or screenshots. 相关文件的复印件，如邮件或屏幕截图

Our Customer Support team will try to resolve your concern as quickly as possible. If you are happy with their proposed resolution of your case, we will treat your complaint as resolved.
我们的客户服务部会尽可能快地解决您所担心的问题。如果您对我们给出的解决方案感到满意，我们将认为您的投诉已被解决。

If you are unhappy with the Customer Support team's proposed resolution, all of the details relating to your complaint will be sent to our Compliance department The Compliance department will:

如果您对我们客户服务部给出的解决方案不满意，有关您投诉的所有细节将会发送到我们的合规部，合规部将会：

- Promptly send a written acknowledgement to you via email 通过邮件尽快向您发送确认函
- Investigate your dispute competently, diligently and impartially 全面、勤勉、公正地调查您的纠纷
- Keep you informed of the progression of its investigation of your complaint 随时告知您投诉事件的进展
- Send a 'final response' within 14 days after the complaint was received with its findings and conclusions. The final response will confirm whether the complaint should be upheld and whether or not any redress or remedial actions are proposed 在 14 天内发出“最终答复”，其中包括调查的结果和结论。最终答复将确认投诉是否被受理和是否采取任何补偿或补救措施。

The Compliance Department (who undertake the complaints management function) can be contacted at compliance@cccapi.ky
通过 compliance@cccapi.ky 可以联系到合规部（投诉处理负责人）。