

中信股份金融消费者保护投诉渠道汇总

CITIC Financial Consumer Protection and Complaints Resolution Process

1. 中国中信金融资产管理股份有限公司(China CITIC Financial Asset Management Co., Ltd.)



中国中信金融资产管理股份有限公司
China CITIC Financial Asset Management Co., Ltd.

(1) 纪检举报

纪检举报电话: (010)59618980

短信举报号码: 13381217849

邮寄地址: 北京市西城区金融大街 8 号 中国中信金融资产管理股份有限公司纪

委 群众来信(收)

邮政编码: 100033

举报电子邮箱: gongsijiwei@famc.citic

(1) Disciplinary Inspection Report Contact Information

Disciplinary Inspection Report Phone Number: (010) 59618980

SMS Report Number: 13381217849

Mailing Address: Disciplinary Committee of China CITIC Financial Asset Management Co., Ltd. (Attn: Public Letters), No. 8 Financial Street, Xicheng District, Beijing, 100033, China

Zip Code: 100033

Report Email Address: gongsijiwei@famc.citic

(2) 信访举报

信访举报电话: (010) 59618080 (工作日 9:00-11:30、14:00-16:30)

信访举报邮箱: xinfang@famc.citic

邮寄地址: 北京市西城区金融大街 8 号 中国中信金融资产管理股份有限公司 信

访举报（收）

邮政编码：100033

(2)Petition and Report

Petition and Report Hotline: (010) 59618080 (Weekdays 9:00-11:30, 14:00-16:30)

Petition and Report Email: xinfang@famc.citic

Mailing Address: China CITIC Financial Asset Management Co., Ltd. (Attn: Petition and Report), No. 8 Financial Street, Xicheng District, Beijing, 100033, China

Zip Code: 100033

(3) 客户投诉

客户投诉专线电话号码：4008177779

联系部门：业务管理部

(3) Customer Complaints

Customer Complaint Hotline: 4008177779

Contact Department: Business Management Department

2. 中信证券 (CITIC SECURITIES)



(1) 经纪业务客服及投诉受理电话: 95548

(2) 经纪业务客服及投诉受理传真: 0532-83611552、0571-87696598

(3) 经纪业务服务及投诉受理邮箱: 95548@citics.com

(1) Customer Service & Complaint Handling Hotline: 95548

(2) Customer Service & Complaint Handling Fax: 0532-83611552;
0571-87696598

(3) Customer Service & Complaint Handling Email: 95548@citics.com

3. 中信银行 (CHINA CITIC BANK)



中信银行储蓄卡客服热线: 95558

service hotline for CITIC Bank Debit Card customer: 95558

中信银行信用卡客服热线: 4008895558

service hotline for CITIC Bank Credit Card customer: 4008895558

投诉渠道 Complaint channel

(一) 营业网点: 向我行营业网点工作人员反馈问题。

Sub-branch: You can provide feedbacks to the branch staff.

(二) 客服热线:

Customer Service Hotline:

1. 个人业务: 拨打 95558 后, 按 “3-0” 进入人工服务; 按 “8” 设诉建议一键进入人工服务; 按 “7” 进入智能语音导航后进入人工;

2. 公司业务: 拨打 95558 后, 按 “5-4” 进入人工服务;

3. 信用卡业务请拨打 4008895558;

4. 年长客户拨打 95558 后, 按 “85” 进入幸福专线人工服务;

5. Foreigners can dial 95558 and press 4-1 to access the English manual service.

(三) 门户网站: 通过中信银行官网(www.citicbank.com), 点击页面底部“在线客服”, 输入“转人工”进入人工服务。

Official Website Portal: Via the official website of CITIC Bank (www.citicbank.com), click on "Online Customer Service" at the bottom of the page, then enter "Transfer to Manual Service" to access

human customer support.

(四) 网上银行：通过中信银行官网(www.citicbank.com)，点击右上角“网银登录”，登录后点击右侧在线客服，输入“转人工”进入人工服务。

Online Banking: Via the official website of CITIC Bank (www.citicbank.com), click "Online Banking Login" at the top right corner. After logging in, click the Online Customer Service on the right side and enter "Transfer to Manual Service" to access human customer support.

(五) 手机银行：进入中信银行手机银行 APP，点击“我的-专属客服-在线咨询”，输入“转人工”进入人工服务。

Mobile Banking: Open the CITIC Bank APP, click "My - Exclusive Customer Service - Online Consultation", and enter "Transfer to Manual Service" to access human customer support.

(六) 公众号：进入中信银行公众号，输入“转人工”进入人工服务。

Official WeChat Account: Open the official WeChat account of CITIC Bank, enter "Transfer to Manual Service" to access human customer support.

(七) 总行地址：北京市朝阳区光华路 10 号中信大厦(邮编：100020)。

Head Office Address: CITIC Building, No. 10 Guanghai Road, Chaoyang District, Beijing (Zip Code: 100020)

(八) 投诉受理邮箱：95558@citicbank.com;

信用卡投诉受理邮箱:800995558@citicbank.com

Complaint Handling Email: 95558@citicbank.com;

Credit Card Complaint Handling Email:
800995558@citicbank.com

4. 中信信托（CITIC TRUST）



投诉电话：4001095558-6

Consumer Complaint Hotline: 4001095558-6

老年人投诉电话：010-59902752

Elderly Consumers' Complaint Hotline: 010-59902752



5. 中信保诚人寿保险 (CITIC Prudential Life Insurance)



投诉反馈方式:

- 1、全国客户服务热线：4008-838-838；
- 2、中信保诚官方微信：客户服务-保单服务-在线投诉；
- 3、中信保诚官方网站：首页-咨询与投诉；
- 4、电子邮箱：Eservice@citicpru.com.cn；
- 5、亲临/邮寄信函至当地客服中心，具体地址可查询客服热线/中信保诚官方网站；
- 6、通过业务人员提出书面投诉。

Complaint Feedback Methods

- (1) Customer Service Hotline: 4008-838-838
- (2) CITIC-Prudential Official WeChat: Customer Service → Policy Service → Online Complaint
- (3) CITIC-Prudential Official Website: Homepage → Consultation & Complaint
- (4) Email Address: Eservice@citicpru.com.cn
- (5) Visit in Person or Mail a Letter to the Local Customer Service Center. Specific addresses can be found via the Customer Service Hotline or CITIC-Prudential Official Website.
- (6) Submit a Written Complaint through a Business Representative

