

SCOPE OF VIETCOMBANK BRANCHES' TELEPHONE SUPPORT

No.	Scope of support
1	Providing information to customers
1.1	Exchange rates
1.2	Interest rates
1.3	Schedules of fees
1.4	VCB network and transaction time
1.5	Other general information on VCB website
1.6	VCB products & services information <i>(Particularly for corporate customers, only provide information about card services, accounts, e-banking)</i>
1.7	Registration guide, conditions for using VCB products & services <i>(For corporate customers, only provide information about card services, accounts, e-banking)</i>
1.8	Advice, instruction for using VCB products and services <i>(For corporate customers, only provide information about card services, accounts, e-banking)</i>
1.9	Introducing, consulting VCB marketing and customer care programs
2	Receiving customers' complaints
2.1	Receiving customers' complaints about VCB service quality
2.2	Receiving customers' complaints about VCB products, services, marketing and customer care programs
2.3	Receiving customers' complaints about VCB system/application programs' operation interruption