

### **Complaints Channels**

An excellent customer experience is always our utmost priority and we value your feedback. If you wish to make a complaint about our service or products, please get in touch with us.

Customer Service Center: Avenida Doutor Mario Soares No. 320, Finance and IT Center of Macau, 8 Andar A,  
Macau

Service Hours: 9 a.m. - 5:30 p.m. on Mon to Fri (except Public Holidays)

### General matters

Telephone: (853) 8399 8288  
Fax: (853) 2591 1612  
E-mail: [enquiry@yflife.com](mailto:enquiry@yflife.com)

### Non-mandatory Central Provident Fund Scheme

Telephone: 0800032  
Fax: (853) 2832 2042  
E-mail: [macaupfund@yflife.com](mailto:macaupfund@yflife.com)

### Employee Benefits

Telephone: (852) 2533 5511  
Fax: (852) 2919 9233  
E-mail: [ebinfo@yflife.com](mailto:ebinfo@yflife.com)

If you are not satisfied with our handling of the matter, you may reach out to the following organizations for further action on your complaint.

### **Consumer Council**

Telephone: (853) 8988 9315  
Fax: (853) 2830 7816  
E-mail: [info@consumer.gov.mo](mailto:info@consumer.gov.mo)  
Address: Av. Horta e Costa, N.º 26, Edf. Clementina A.L.Ho, 4.º Andar  
Website: <http://www.consumer.gov.mo>

### **The Monetary Authority of Macao**

Address: Calçada do Gaio, 24-26  
E-mail: [complaint.dsg@amcm.gov.mo](mailto:complaint.dsg@amcm.gov.mo)  
Website: <http://www.amcm.gov.mo>

Complaints - Insurance companies, reinsurance companies and private pension fund management companies

Telephone: (853) 8395 2280

Fax: (853) 2830 1828

Complaints -Insurance Intermediaries

Telephone: (853) 2822 1180

Fax: (853) 2822 1161