

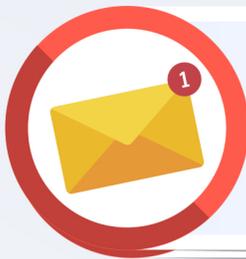
Consumer Assistance Mechanism

CHANNELS

Website: <https://www.sterlingbankasia.com>

24/7 Customer Service Helplines: +632 8721 6000 or +632 8672 6300

Email: customer.service@sterlingbankasia.com



STEP 1 **RECEIVE AND
ACKNOWLEDGE**



STEP 2 **REVIEW**



STEP 3 **ESCALATE**



STEP 4 **RESOLVE**



STEP 5 **CLOSE**



STEP 6 **FEEDBACK**