



BANK OF THAILAND

BOT Press Release

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The opening of the Financial Consumer Protection Center (FCC)

Mr. Prasarn Trairatvorakul, Governor, presided over the press conference on the opening of the Financial Consumer Protection Center (FCC), which aims to systematically enhance the Bank of Thailand's financial consumer protection mandate. The FCC will seek to help consumers resolve grievances and protect their rights with regard to financial services and products, as well as equip them with the financial knowledge necessary to facilitate sound financial decisions. The two main responsibilities of FCC are as follows:

1. To serve as a one-stop service center for financial complaints and enquiries pertaining to financial services provided by the financial institutions and companies under the Bank of Thailand's supervision as well as services regarding government bonds and debt securities, banknotes and foreign exchange provided by the Bank of Thailand itself. In this regard, FCC has employed information technology to monitor, process and assess the data and its operations more efficiently.

2. To equip consumers with financial knowledge in order to raise awareness and understanding of consumer rights and responsibilities, avoid becoming victims of fraud, and enable informed decision making on financial products and services. Promoting financial knowledge will be conducted through a number of channels such as the Bank of Thailand's website, publication, public seminars for consumers and business operators with collaboration with alliance organizations in order to spread financial knowledge through consumers more expansively.

The FCC will commence its operation on 13th January 2012, with operating hours during 8.30 -16.30 from Monday to Friday. The contact details are as follows:

1. Hotline number 1213
2. Facsimile number 02-283-6151
3. E-mail address: FCC@bot.or.th
4. Address: Financial Consumer Protection Center
Bank of Thailand Headquarters
Building 3, 5th floor,
273 Samsen road, Bangkhunprom
Phra Nakhon, Bangkok 10200

The FCC plans to relocate its office to Surawong Office in 2013.

Bank of Thailand
13 January 2012