

## EAA COMPLAINT HANDLING PROCESS

Voicing your concerns help us to improve services to all of our customers.

### ※Definition of a complaint

A complaint is an expression of dissatisfaction made to EAA related to policy, Service or product of ours where a response is expected.

### ※Options to make a complaint

(1) Fill out complaint form providing as much detail as possible.

(2) Write to us

### ※How we handle complaints

Step 1. You lodge the complaint, clearly identify your issue covering all points and outcome you are seeking.

Step 2. We investigate and respond to you as quickly as possible.

※There are number of reasons why your complaint may not be able to be considered by EAA.

## CUSTOMER COMPLAINT FORM

Customer Information	
Date	D      M      Y
Company Name	
Company Address	
Contact Person	
Tel Number	
Email	

Vehicle Information	
Model	
Chassis Number	
Country of Export	
Date of Receipt	
Current Mileage	
Current Location	

Complaint Information	
Description of Complaint	COMPANY LTD
Repair/Troubles Shooting Attempted (if any)	

**Notes:**

1. Please complete this form and give all significant details concerning the nature of the complaint so we may expedite handling your complaint.
2. This form may be downloaded from our website at [www.eaa-s.jp](http://www.eaa-s.jp) and additional pages may be used if needed.
3. Please forward your complaint to;

**CUSTOMER RELATIONS OFFICER**

Address: 1-20-5-101 Rinkan, Yamato-shi, Kanagawa-ken Japan 242-0003

Tel: 046-205-7611

Fax: 045-205-7610

Email: info@eaa-s.jp

Customer Signature : \_\_\_\_\_