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BUSINESS REPLY SERVICE
LICENCE NO. 6348

CHONG HING BANK LIMITED
CALL CENTRE
15/F, TOWER II, ENTERPRISE SQUARE
9 SHEUNG YUET ROAD
KOWLOON BAY, KOWLOON

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客戶意見 Customer Feedback

 創興銀行
Chong Hing Bank



您的意見，有助我們全面配合您的理財需要，促進我們的服務更臻完善。歡迎透過以下途徑表達你的寶貴意見：

To cope with your banking needs, your feedback is most valuable for enhancing our service standard. We highly appreciate if you could share with us your opinions through the following channels:

客戶意見箱 Customer Opinion Box	請將填妥的客戶意見書投進各分行內的客戶意見箱 Please complete and drop the Customer Opinion Form into the Customer Opinion Box located at any of our branches
郵遞 Mail	九龍九龍灣常悅道九號企業廣場第二期十五樓 15/F, Tower II, Enterprise Square, 9 Sheung Yuet Road, Kowloon Bay, Kowloon
客戶意見熱線 Customer Opinion Hotline	3768 6837
傳真 Fax	3768 1881
電郵 Email	CustomerService@chbank.com
網頁 Website	www.chbank.com

辦公時間 Office Hours

星期一至五 Mondays to Fridays	上午九時至下午六時 9:00 am to 6:00 pm
星期六 Saturdays	上午九時至下午一時 9:00 am to 1:00 pm

收到您的意見後，我們會立即依程序作出跟進，如有需要，7天內向您發出收到意見確認函，30天內發出書面回覆。

We will promptly take follow-up action to act upon your feedback, in case of need, providing you with a written acknowledgement within 7 days and will revert to you within 30 days.

經由第三者轉達之意見，我們會直接回覆有關客戶，以保障客戶私隱。

For any feedback lodged by a third party, we shall only contact the respective customer for follow-up in order to protect customer's privacy.