Customer Opinion

客戶意見

STAMP STAMP NECESSARY IF POSTED IN HONG KONG







BUSINESS REPLY SERVICE LICENCE NO. 6348 CHONG HING BANK LIMITED CUSTOMER SERVICES DEPARTMENT 15/F, TOWER II, ENTERPRISE SQUARE 9 SHEUNG YUET ROAD KOWLOON BAY, KOWLOON

POSTAGE WILL BE PAID BY LICENSEE 郵費由持 牌人支付

	我的嘉許 My Appreciation	我的情	禮驗 My Experience	
[分行/部門Branch/Department	請與∄ Please	戏們分享您的寶貴意見/表揚 share with us your opinion /	compliment
[職員姓名Staff Name	_ 		
	事件日期/時間(如適用)			
	Date/Time of occasion (if applicable)	1 <u> </u>		
	原因(請選擇) Reasons (Please tick) i 誠聚有禮,親切友善 courteous and sincere i 極協助並緊貼跟進 proactively and thoroughly follow up my request 耐心聆聽並了解我的需要 patient, willing to listen and understand my needs 提供快捷及準確的服務 provide accurate and responsive services i 擁有豐富的專業知識 possess rich professional knowledge 靈活變通,主動提供額外方案 flexible and offer value-added suggestions proactively 其他 Others:			
	我的意見 My Opinion			
] () ()	我的意見是關於以下服務 My opinion is about the following service(s)			
	聯絡資料 My Information			
	以下的聯絡資料只會作跟進意見之用,並不會用作其他用可向本行分行查詢或瀏覽本行網站。您亦可以選擇以不記 The information below is only used for following up Bank Limited Privacy Policy Statement is available at to give your comments anonymously.	名方式表達意見。 your opinion, and w	ill not be used for other p	urposes. The Chong Hing
	姓名/公司名稱及聯絡人 Name/Company and Contact Person			女士 Mrs /小姐 Miss
Ø	賬戶號碼(如適用) Account Number (If applicable)			
102-90	聯絡電話 Contact Telephone No.		日期 Date	
7-600	多謝您的寶貴意見! Thank you for sharing your opinion with us! 銀行専用 FOR BANK USE ONLY			
ZCOD/009-L/00-2018	接獲日期:接獲分行編號		職員姓名:	

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:

Meeting your expectations and banking needs is important to us! To further improve our services, we sincerely invite you to share with us your opinion 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

九龍九龍灣常悦道九號企業廣場一期第二座十五樓 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,我們會立即按程序作出跟進,如有需要, 7天內會向您發出收到意見確認函,30天內發出書面回覆。 In case follow up action is required, we shall acknowledge receipt of your opinion in writing within 7 days and send you a formal reply 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 opinion lodged by a third party, we shall only contact the concerned customers directly in order to protect our customers' privacy.

> 越秀集團成員 A Member of Yuexiu Group