

接獲您的意見書後，我們會即時跟進。如屬嘉許或意見，我們將按需要於 30 天內發出回覆；如屬投訴，我們

將於 7 天內向您發出書面確認函，30 天內發出書面回覆。如您對我們之回覆有任何意見或補充資料，歡迎向

我們提供以便再作跟進。有關合資格之金錢糾紛，您可考慮將個案交予金融糾紛調解中心處理。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。Upon receipt of your form, we shall follow up

immediately. For appreciation or opinion, we shall respond to you within 30 days if required.

For complaint, we shall acknowledge receipt of your complaint in writing within 7 days and send

you a formal reply within 30 days. If you have any comments on our response or have any

supplementary information, you are welcome to provide it to us for further follow up. For

eligible monetary disputes, you may refer your case to the Financial Dispute Resolution Centre.

For any opinions lodged by a third party, we shall only contact the concerned customer(s)

directly in order to protect our customers' privacy.

收集個人資料聲明 Personal Information Collection Statement

請注意，閣下可自願向本行提供閣下的個人資料。閣下提交的個人資料只會用於處理與閣下之個案有直接關係的用途。閣下所提供

的個人資料可能被轉移到與處理本案有關之人士，或其他被授權接收有關資料的人士。同時，在根據本行或其集團須遵守的法例而須作出

披露的情況下，本行會向有關監督或監管機構披露閣下提供之資料及/或閣下的個人資料。

閣下有權要求查閱及更改本行所持有的閣下的個人資料。任何關於個人資料查閱或更正、或索取關於個人資料政策及實務或所持有個人

資料種類的要求，應向下列人士提出：

資料保障主任 | 創興銀行有限公司 | 地址：香港郵政總局信箱 2535 號

Please be advised that it is voluntary for you to supply your personal data to the Bank. All personal data submitted by you will only be used for purposes which are directly related to your case, and may be transferred to parties who will be involved in the processing of the case, or to such persons who are authorised to receive such information. The Bank may disclose the information provided by you and/or your personal data to the relevant supervisory or regulatory authorities if it is required to do so under the applicable law or regulations binding on the Bank or any member of its group.

You have the right to request access to and correction of your personal data held by the Bank. Request for access to or correction of personal data or for information regarding the policies and practices on personal data and the kinds of personal data held should be addressed to:

The Data Protection Officer | Chong Hing Bank Limited | Address: G. P. O. Box No. 2535 Hong Kong

本人確認本人已閱讀及完全明白本客戶意見書上所列的《收集個人資料聲明》，並同意及接受其約束。

I acknowledge that I have read and understood the "Personal Information Collection Statement"

stated on this Customer Opinion Form, and agree to be bound by it.

客戶簽署 Signature: _____ 日期 Date: _____

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您的寶貴意見：

Your feedback helps us to meet your financial management needs and improve our services. We

sincerely invite you to share 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本行分行內的客戶意見箱。 Please complete the Customer Opinion Form and drop it into the Customer Opinion Box at any branch of the Bank.	分行營業時間 Branch Business Hours <table border="0"> <tr> <td>星期一至五</td> <td>上午 9 時至下午 5 時</td> </tr> <tr> <td>Monday to Friday</td> <td>9:00 am to 5:00 pm</td> </tr> <tr> <td>星期六</td> <td>上午 9 時至下午 1 時</td> </tr> <tr> <td>Saturday</td> <td>9:00 am to 1:00 pm</td> </tr> </table>	星期一至五	上午 9 時至下午 5 時	Monday to Friday	9:00 am to 5:00 pm	星期六	上午 9 時至下午 1 時	Saturday	9:00 am to 1:00 pm
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Monday to Friday	9:00 am to 5:00 pm								
星期六	上午 9 時至下午 1 時								
Saturday	9:00 am to 1:00 pm								
郵遞 Mail: 九龍九龍灣常悅道 9 號企業廣場一期第二座 15 樓 15/F, Tower II, Enterprise Square, 9 Sheung Yuet Road, Kowloon Bay, Kowloon									
客戶意見熱線 Customer Opinion Hotline (852) 3768 6837 星期一至五: 上午 9 時至下午 6 時 Monday to Friday: 9:00 am to 6:00 pm 免費跨境專線 Cross-border Toll-free Hotline 4008415036 辦公時間 Office Hours: 星期一至五: 上午 9 時至下午 6 時 Monday to Friday: 9:00 am to 6:00 pm 星期六: 上午 9 時至下午 1 時 Saturday: 9:00 am to 1:00 pm	傳真 Fax (852) 3768 1881 電郵 Email csquality@chbank.com 網站 Website www.chbank.com								

多謝您的寶貴意見！ Thank you for your valuable opinion!

銀行專用 FOR BANK USE ONLY	
接獲日期 Received Date: _____	接獲分行編號 Received Branch Code: _____
職員姓名 Staff Name: _____	

越秀集團成員 A Member of Yuexiu Group