

致 To: 創興銀行有限公司(「本行」) Chong Hing Bank Limited (the "Bank")

客戶意見書 Customer Opinion Form

本人明白本人無須向創興銀行有限公司提供個案及個人資料,並同意在自願基礎上提供。若本人提供的個案資料或個人資料不準確或不完整,可能會影響此客戶意見書的個案跟進。 I understand that I am not obliged to provide the case information and personal data to Chong Hing Bank Limited and agree to do so on a voluntary basis. If the case information or personal data provided is inaccurate or incomplete, the follow-up of the case in this form may be affected. 意見類別 Type of Opinion:

case in this form may be affected.
意見類別 Type of Opinion:
□ 嘉許 Appreciation □ 意見 Opinion □ 投訴 Complaint
產品/服務 Products/Services:
□ 櫃位服務 Counter Services □ 投資 Investment □ 貸款 Loan
□ 網上/流動理財 Internet/Mobile Banking □ 信用卡 Credit Card
□ 保險 Insurance □ 按揭 Mortgage □ 其他 Others
聯絡資料 Contact Information:
稱謂 Title: □ 先生 Mr □ 太太 Mrs □ 女士 Ms □ 小姐 Miss
姓名/公司名稱及聯絡人 Name/Company Name and Contact Person:
賬戶號碼 (如適用) Account Number (if applicable):
聯絡電話 Contact Number:
電郵地址 Email Address:

有關分行/部門/職員資料 Branch/Department/Staff Information:
分行/部門名稱 Branch/Department:
職員姓名 (如適用) Staff Name (if applicable):
事件發生日期及時間 (如適用) Date/Time of Incident (if applicable):
□ 上午 AM / □ 下午 PM
意見 Opinions:
請分享對於我們的產品或服務的意見 Please share your opinions on our products
or services:

PCSD/CO-03/04-23EN

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

創興銀行有限公司

資料保障主任

its group.

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:

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

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.

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.					
sincerely invite you to share your opinions through the following channels:					
客戶意見箱 Customer Opinion Box	分行營業時間 Branch Business Hours				
請將填妥的客戶意見書投進本行分行內的客戶意見箱。	星期一至五	上午9時至下午5時			
Please complete the Customer Opinion Form and drop	Monday to Friday	9:00 am to 5:00 p			
it into the Customer Opinion Box at any branch of	星期六	上午9時至下午1時			
the Bank.	Saturday	9:00 am to 1:00 p			
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 68	37 傳真	Fax			

跨境理財通熱線 Wealth Management Connect Hotline (852)3768 6699

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

客戶簽署 Signature:

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

電郵 Email

(852) 3768 1881

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:		