We value your OPINIONS

At China CITIC Bank International, customer care is always our top priority. We are committed to providing you with excellent banking services. To enable us to serve you better, we wish to know more about your needs and hear your suggestions.

Please share with us your opinions on our products and services through the following channels:

Customer Opinion Form

Simply fill in "My Experience"inside this leaflet and return it to us by mail, by fax 3603 4770; or through the Customer Opinion Box at any of our branches

Customer Opinion Hotline

(852) 3603 2333

Office Hours: Mon to Fri 9:00 a.m. to 5:00 p.m. Saturday, Sunday and public holidays: closed

Email

cs@cncbinternational.com

Website

Please log on to the Contact Us section on the CNCBI website at cncbinternational.com.

Your opinions will be handled independently in strict confidence by our experienced staff under the supervision of the Bank's management. We will endeavour to respond within 30 days upon receipt of your opinions. For any Feedback referred by a third party, we will contact the concerned customer directly in order to protect our customer's privacy.

This form is not for urgent submission of information. For immediate assistance, please call our hotlines or visit a CNCBI Branch. Please do not provide confidential information such as account numbers or passwords. By using this form, you are deemed to have read the Bank's Personal Information Collection Statement, agreed and understand that the information provided will be used solely for handling your enquiries or feedback.

Personal Information Collection Statement:

 $\frac{https://www.cncbinternational.com/_document/privacy-statement/en/privacy-statement.pdf}{} \\$

Disputes involving monetary losses

You may consider alternative dispute resolution services such as those offered by the Financial Dispute Resolution Centre Tel: (852) 3199 5199

Website: www.fdrc.org.hk

中信银行(国际) CHINA CITIC BANK INTERNATIONAL

1

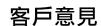
POSTAGE WILL BE PAID BY LICENSEE 郵費由持 購入支付

Customer Opinions



We value your opinions

S.IAMP NECESSARY I POSTED IN HONG KONG 如在本港投寄 毋須貼上郵票





你的意見 我們非常重視

www.cncbinternational.com

06-24 P361

香港 郵政總局2201號信箱 中信銀行(國際)有限公司 投訴處理部

BUSINESS 商業回郵/

) REPLY SERVICE LICENCE NO. 牌號:5996

www.cncbinternational.com

中信銀行(國際)一直致力為客戶提供最優質的銀行服務。我們期待聽取您的意見,讓我們進一步了解您的需要,以提供更臻完善的服務。

如您對我們的產品或服務有任何意見或建議, 歡迎透過以下途徑聯絡我們:

客戶意見書

您可填寫內頁的「我的體驗」欄,然後郵寄或傳真3603 4770 至本行;您亦可投進設於各分行的客戶意見箱內。

客戶意見熱線

(852) 3603 2333

星期一至星期五上午9時至下午5時 星期六、日及公眾假期休息

電郵

cs@cncbinternational.com

網址

請登入信銀國際網站cncbinternational.com,進入「聯絡我們」網頁。

您的意見將由獨立及富經驗的職員保密處理,過程將由本 行管理層嚴密監督,並會盡力於30天內回覆。倘由第三者 轉達意見,我們會直接回覆有關客戶,以保障客戶私隱。

本表格並非申請提交渠道,如需緊急協助,請致電本行客戶服務熱線或親臨任何一間信銀國際分行查詢。請勿提供帳戶號碼或密碼等機密資料。使用此表格,即表示您已閱讀本行的收集個人資料聲明,同意並理解所提供的資料將僅用於處理您的查詢或意見。

收集個人資料聲明:

https://www.cncbinternational.com/_document/privacy-statement/en/privacy-statement.pdf

涉及金錢損失的爭議

您可考慮尋求其他爭議解決服務,例如金融糾紛調解中 心的金融糾紛調解服務。

電話: (852) 3199 5199 網址: www.fdrc.org.hk

事件發生日期/時間(如適用)

Date/Time of incident (if applicable)

請在此處封口 Please seal here

請在此處封口 Please seal here

我的嘉許 My /	Annreciation
職員姓名	трргесіаціон
Staff Name	
所屬分行/部門 Branch Deparment	
因他/她 Because he/she	
□ 服務態度誠懇有禮 is sincere and polit	e
☐ 辦事有效率及準確 is efficient & accura	ate
☐ 真正關注並全面跟 is demonstrating c	進我的需求 are and following through my concern
☐ 靈活變通及主動提 is flexible and offer	供額外的建議 s value-added suggestions proactively
_	識,為我提供專業服務及全面方案 and professional in providing
□ 其他 (Others) 請填寫 PLEASE SPI	ECIFY
我的意見 My I	- Feedback
我的意見是關於以下肌 My suggestion is conc	灵務: erning the following service(s):
■ 銀行 Banking	☐ 信用卡 Credit Card
☐ 投資 Investment	☐ 保險 Insurance
☐ 貸款 Loan	☐ 其他 Other
所屬分行/部門 Branch/Department _	

多謝您的支持 Thank you for your support

我的體驗 My Experience

客戶資料 Customer Information

請沿此線剪下 Please cut along the line

您需要我們聯絡您跟進嗎?

□ 不需要 No □ 需要,請聯絡我

Yes, please contact me

姓名

Name

日間聯絡電話

Daytime Contact No

聯絡人及職位(公司戶口適用)

Contact person and position (applicable to company account only)

日期

Date

此欄由銀行填寫 For Bank use only

Staff name

Staff number

CMS reference number