

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:
<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



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 REPLY SERVICE LICENCE NO.
商業回郵牌號：5996

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Customer Opinions



We value
your opinions



客戶意見



你的意見
我們非常重視

