

香港華人財務一直致力為客戶提供最優質的銀行服務。我們期待聽取你的意見，讓我們進一步了解你的需要，以提供更臻完善的服務。

客戶意見書

客戶意見熱線

電郵

網址

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。

☞ www.cncbinternational.com/hkcbf/index.html

我的嘉許 My Appreciation

所屬分行/部門
Branch Department _____

☐ 服務態度誠懇有禮
is sincere and polite

☐ 辦事有效率及準確
is efficient & accurate

☐ 真正關注並全面跟進我的需求
is demonstrating care and following through my concern

☐ 靈活變通及主動提供額外的建議
is flexible and offers value-added suggestions proactively

☐ 擁有豐富的專業知識，為我提供專業服務及全面方案
is knowledgeable and professional in providing
total solution

☐ 其他 (Others)
請填寫 PLEASE SPECIFY _____

我的意見：() 是 () 。

我的意見 My Feedback

我的意見是關於以下服務：
My suggestion is concerning 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 _____

事件發生日期/時間 (如適用)
Date/Time of incident (if applicable) _____

我的體驗 My Experience

[illegible]

多謝閣下的支持
Thank you for your support

客戶資料 Customer Information

你需要我們聯絡你跟進嗎？
Would you like us to contact you for further follow up?

☐ 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

銀行戶口/信用卡號碼
Bank account/Credit card 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	

請在此處封□ Please seal here

We value your OPINIONS

At HKCB Finance, 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 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.

✉ www.cncbinternational.com/hkcbf/index.html

03-16 HKCBF0002

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商業回郵牌號：5996
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郵政總局2201號信箱
中信銀行（國際）有限公司
投訴處理部

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HONG KONG
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毋須貼上郵票

香港華人財務
HKCB FINANCE

A subsidiary of China CITIC Bank
International Limited

香港華人財務
HKCB FINANCE

中信銀行（國際）有限公司附屬公司

Customer Opinions



We value
your opinions

www.cncbinternational.com/hkcbf/index.html

客戶意見



你的意見
我們非常重視

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