

以您為先 力臻完善

You inspire us to strive for excellence

客戶意見表格 Customer feedback form



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The Hongkong and Shanghai Banking Corporation Limited
Customer Relations Department
P.O. Box No. 71169
Kowloon Central Post Office

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滙豐一向致力為您提供優質產品和服務，務求令您享受到殷切貼心的服務體驗。如欲表揚為您提供優質服務的職員，或對我們的服務有任何意見／投訴，請透過以下途徑聯絡我們：

電郵： feedback@hsbc.com.hk (請勿附加檔案於電郵內，以免收件被延誤或受阻。)

熱線： 2233 3000 (為確保服務質素，談話內容可能會被錄音。)

分行： 請向分行經理或客戶服務經理表達您的意見、投訴或讚許。

函件： 請填妥表格內頁或致函本行，郵寄往九龍中央郵政局郵政信箱71169號，香港上海滙豐銀行有限公司客戶關係部。

傳真： 3418 4739

我們收到您的意見／投訴後，會於下一個工作天內確認收訖，並務求在五個工作天內解決有關事宜。我們偶爾需要更多時間處理，但我們定當給予您回覆。我們會以電話、電郵、信函或採用您提出投訴時的通訊形式與您聯繫。若您想就該投訴事宜選擇其他的通訊形式，或需要進一步的協助，請致電2233 3000或登入香港滙豐網上或流動理財與我們線上對話。

投訴資料將絕對保密，並交由具有合適經驗和職權，但與投訴事項並無直接關連的職員處理。至於經第三者轉來的投訴，我們只會直接回覆有關客戶，以保障客戶私隱。如投訴成立，我們會作出適當補救，但補救不一定涉及金錢賠償。如仍有不滿，您可要求將個案交由更高級的管理人員複核。

我們致力確保所有投訴能圓滿解決，但如我們的回覆未能令您滿意，您有權將個案轉交香港金融管理局（金管局）投訴處理中心（香港中環金融街8號國際金融中心2期55樓）處理。有關金錢糾紛，您亦可將個案交予金融糾紛調解中心處理（香港中環雪廠街11號律政中心西座4樓408-409室；電話：(852) 3199 5199；網頁：www.fdr.org.hk)。我們會全力與金管局及金融糾紛調解中心合作。

如有查詢或需要任何特別協助，請與我們聯絡，我們樂意為您服務。

由香港上海滙豐銀行有限公司刊發

We at HSBC are committed to providing you with a delightful customer experience by delivering excellent products and services. If you would like to recognise any of our employees who have provided excellent service or have any feedback/complaint, please contact us through the following channels:

Email : feedback@hsbc.com.hk (To avoid delay or failure of delivery, please avoid inserting any attachment in the email.)

Telephone hotline : 2233 3000 (Please note that calls may be recorded to ensure service quality.)

Branches : Share your feedback, complaint or commendation with our branch managers or branch service managers.

Mail : Use the form overleaf or write to The Hongkong and Shanghai Banking Corporation Limited, Customer Relations Department, P.O. Box No. 71169, Kowloon Central Post Office.

Fax : 3418 4739

We will acknowledge receipt of your feedback/complaint within the next working day and aim to resolve most issues in five working days. Occasionally, we may need more time but we will keep you informed. We will follow up with you via call, email, letter or via the same channel that you used when you sent us your complaint. If you would like to choose other communication channel in relation to the handling of your complaint, or need further help, please call us on 2233 3000 or log on to HSBC Online/Mobile Banking and use the chat function.

Your complaint will be handled in total confidence by employees who are not directly involved in the matter but have the right experience and authority. If a complaint is lodged by a third party, we will only contact the customer to protect his/her privacy. Appropriate redress will be offered if the complaint is upheld but may not involve a financial element. You can ask for your case to be reviewed by management at a higher level within the Bank if you are not satisfied.

Our aim is to resolve all complaints internally. However, if you are not entirely satisfied with our handling of your case, you have the right to refer the matter to the Complaint Processing Centre of the Hong Kong Monetary Authority (HKMA) on the 55/F, Two International Finance Centre, 8 Finance Street, Central, Hong Kong. For monetary disputes, you may also refer your case to the Financial Dispute Resolution Centre (FDRC), Room 408-409, 4/F, West Wing, Justice Place, 11 Ice House Street, Central, Hong Kong (hotline: (852) 3199 5199; website: www.fdr.org.hk). HSBC fully co-operates with the HKMA and the FDRC in the handling of complaints.

Please let us know if you have a question or require any special assistance. We would be happy to help.

Issued by The Hongkong and Shanghai Banking Corporation Limited



我的意見 My Feedback



我的意見是關於以下服務

My feedback relates to the following service(s):

- 櫃位服務 Counter Service 開立戶口 Account Opening
 信用卡 Credit Card 投資 Investment
 貸款 Loan 保險 Insurance
 按揭 Mortgage 電話理財 Phone Banking
 網上 / 流動理財 Internet / Mobile Banking 一般查詢 General Enquiry
 轉賬 / 匯款 Local payment / Remittance 其他 Others _____

服務提供日期 / 時間
Date / Time of Service

所屬分行 / 部門
Branch / Department

職員姓名
Employee name(s)

我要表揚該職員，因她 / 他

I want to praise the employee(s) above because she / he



- 親切友善和有禮。
is friendly and polite.
 主動協助我解決銀行服務的需要。
supports me proactively to handle my needs.
 明白我需要的銀行服務。
understands my banking needs.
 在適當的時間內致力及有效地處理我的查詢或交易。
handles my enquiry / transaction in a timely and effective manner.
 擁有豐富的產品知識，為我提供專業服務及全面方案。
is knowledgeable and professional in providing total solutions.
 清楚地向我解釋有關產品、流程及服務。
explains the products, process and services clearly.
 靈活變通，能夠根據我的情況提供合適建議。
is flexible, able to provide suitable advice based on my situation.

請在右頁分享意見或敘述您的愉快體驗，助我們表揚有關同事。
To help us recognise employee(s) who has/have provided excellent services to you, please describe the service you have experienced or any other feedback on the right-hand page.

以您為先，啟發我們力臻完善。
It's you who inspire us to innovate and strive for excellence.

請表揚 / 給予意見：Please show your appreciation / feedback:



Feedback area with multiple horizontal lines for text input.

多謝您的寶貴意見

Thank you for sharing your feedback with us

您的聲音對我們將來為您提供更好的服務很有幫助。我們有機會以電話、電郵或手機短訊邀請您分享使用滙豐產品和服務後的意見，以及對推薦滙豐的可能性作出評分。參與調查屬自願性質。請勿在回答問卷時提供任何個人或機密資料（例如：您的姓名、身份號碼、賬戶號碼、個人識別號碼及聯絡資料）。希望能得到您的支持。謝謝！

Your feedback is important to us. We might invite you by phone, email or SMS to complete a short survey on HSBC's products and services, and the likelihood of recommending HSBC to others. Participation is voluntary. Please do not provide any personal data or confidential information (such as your name, identification number, account number, personal identification number and contact details) during the survey. Thank you for your support in advance!



客戶資料 Customer Information

姓名 Name

日間聯絡電話 Day time contact no.

Input fields for Name and Day time contact no.

公司名稱，聯絡人及職位（公司戶口適用）
Company name, contact person and position
(applicable to company account only)

Input field for Company name, contact person and position.

銀行戶口 / 信用卡號碼
Bank account / Credit card no.

Input field for Bank account / Credit card no.

客戶簽署 Customer signature

日期 Date

Input fields for Customer signature and Date.

敬請填妥以上資料，以便我們聯絡閣下了解如何向閣下提供更佳的服务和產品。請注意，閣下所提供的資料不會更新本行的紀錄。如欲了解收集個人資料的原因、用途和查詢個人資料紀錄的途徑，請在分行查閱關於個人資料（私隱）條例的通知或瀏覽滙豐銀行網站。

Please provide the above information so we may contact you to understand how we can provide you with better services and products. Please note that the information provided will not update the Bank's record. For details of why we collect your data, how we will use them and how you can get access to the data, please refer to our Notice Relating to the Personal Data (Privacy) Ordinance available at branch or visit HSBC website.

此欄由銀行填寫 For Bank use only

Employee name Employee number Title

Employee name Employee number Title

Branch / Department Division

Manager signature

Manager name Contact tel. Date