

在適用情況下，我們會就跨境金融產品或服務向您提供有關司法管轄區的資料。

若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）。

本人/吾等得悉及認可，任何有關本人/吾等之個人資料，銀行將依照銀行現有之「有關個人資料（私隱）保護條例之客戶通告」（「該通告」）之內容處理。銀行一般已於服務申請程序時提供該通告予本人/吾等。該通告亦有陳列於各分行或張貼於銀行網站，可隨時供本人/吾等索取參閱。

In relation to cross-boundary financial products or services, information on the relevant jurisdictions will be provided to you where applicable.

If you are not entirely satisfied with the way we have handled your complaint, you have the right to refer the matter to the Complaint Processing Center of the Hong Kong Monetary Authority (HKMA) on the 55/F, Two International Finance Center, 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).

I / We acknowledge and confirm that any personal data regarding me/us will be handled in accordance with the bank's current Personal Data (Privacy) Ordinance Notification, a copy of which is normally provided during service application procedure and, otherwise, displayed and available in each of the bank's branches or at the bank's Web site.

Your Opinion matters a lot

歡迎提供您寶貴的意見



中国建设银行(亚洲)
China Construction Bank (Asia)

郵費由持
牌人支付
POSTAGE
WILL BE
PAID BY
LICENSEE

如在本港投寄
毋須貼上郵票
NO POSTAGE
STAMP
NECESSARY IF
POSTED IN
HONG KONG

BUSINESS REPLY SERVICE
LICENCE NO. 2927

CHINA CONSTRUCTION BANK (ASIA) CORPORATION LIMITED
P.O. BOX 133
GENERAL POST OFFICE
HONG KONG



我們正在細心聆聽 We're listening

客戶的意見有助我們檢討及改善服務質素。歡迎嘉許我們或提供意見，幫助我們進一步提升服務水平。



您可透過以下途徑提供寶貴意見：

- 親身遞交至本行任何分行
- 郵寄至香港郵政信箱133號
- 傳真至 3111 6134
- 致電客戶意見熱線 3179 5524
- 電郵至本行意見郵箱 opinionbox@asia.ccb.com
- 經本行網站查詢 www.asia.ccb.com 選擇("聯繫我們")

我們收到閣下的意見後，會於七日內聯絡或寄出確認通知書予閣下，並於三十天內作出回覆。若需時跟進而未能於指定時間內回覆，將預先聯絡通知閣下。經第三者轉達的意見或建議，我們會直接聯絡有關客戶，以保障客戶私隱。

我們將為弱勢社群客戶提供特別協助，並提供最佳可用途徑，以便與我們分享意見或作出投訴。

Our clients are our greatest resource when it comes to evaluate the quality of service we provide. Please take a few minutes to tell us what you think for our continual improvement.



You are welcome to share your feedback through the following channels:

- Drop off at any of our branches
- Send by mail: P.O. Box 133, General Post Office, HK
- Fax to 3111 6134
- Call our Customer Comments Hotline: 3179 5524
- Send email for feedback: opinionbox@asia.ccb.com
- Enquire via our website www.asia.ccb.com (select "contact us")

We will contact you or issue a written acknowledgement to you within 7 days from our receipt of your opinion & feedback. A verbal or written reply will be arranged within 30 days. We will notify you in advance if further investigation is needed. For any opinions brought by a third party, we will contact the customer concerned directly to protect the customer's privacy.

We will provide special assistance to our clients who are vulnerable group(s) and will offer the best available channel(s) to share feedback or to file a complaint.

我要表揚以下職員，因為該職員 I appreciate your staff member very much because:

職員姓名
Associate(s) name

分行
Branch

到訪日期
Date of visit

- 禮貌週到 is courteous
- 迅速、回應快 acts promptly / responsively
- 有效率 works efficient
- 具產品知識 equips product knowledge
- 了解您需要 understands your needs
- 靈活 is flexible

表揚意見是否需要回覆?
Is reply needed for this compliment?

需要
Yes

您的意見 Comment

多謝您寶貴的時間及意見，讓本行可以了解您的喜好及需要。
Thank you for taking the time to provide us with your feedback and help us understand your preference and needs.

聯絡資料 Contact information

姓名 / 公司聯絡人
Name / Contact Person of Company

聯絡資料 (電郵或手提電話號碼)
Contact information (email / mobile)

戶口號碼 (如適用)
Account Number(if applicable)

客戶簽署
Customer signature

日期
Date

客戶提供之意見絕對保密。客戶之個人資料將根據香港特別行政區《個人資料(私隱)條例》(「私隱條例」)處理。

Your opinions will be kept strictly confidential and your personal data will be collected & handled in accordance with the Personal Data (Privacy) Ordinance of the Hong Kong Special Administrative Region ("the Ordinance"). Thank you for sharing your valuable opinions with us.

此欄由銀行填寫 For Bank use only

CIF: