

我們盼望聽取您的意見

We Welcome Your Opinions and Comments

請填寫您的個人資料以便跟進。您亦可以不記名方式提供意見。

Please give your personal particulars so that we can follow up the case and give feedback to you. However, you are welcome to give your suggestions anonymously.

客戶資料 Customer Information

姓名
Name: _____

聯絡電話
Contact Telephone No.: _____

通訊地址
Correspondence Address: _____

賬戶號碼
Account No.: _____

日期
Date: _____

客戶簽署
Customer signature _____

多謝您的寶貴意見。

Thank you for sharing your opinions with us.

親愛的客戶：

為致力提供優質服務以配合您的需要，並提高我們的服務質素，我們樂於聽取您的意見。如您對我們的服務有任何意見，或希望表揚為您提供卓越服務的職員，歡迎透過以下途徑聯絡我們：

- 分行 — 請向分行主管表達您的意見。
- 客戶意見書 — 請填妥本客戶意見書，然後郵寄或傳真((852) 2815 3333)至本行；您亦可親身交回任何一間分行。
- 電郵 — nanyang@ncb.com.hk；或
- 客戶意見熱線 — (852) 2852 0689 (為確保服務質素，有關談話內容可能會被錄音)

我們收到您的意見後，會於7天內確認收訖，並於30天內就您的意見作出回覆。經由第三者轉達的意見，我們會直接聯絡有關客戶，以保障客戶的私隱。

在此感謝您的寶貴意見。

南洋商業銀行 謹啟

Dear Customer,

We are dedicated to providing quality service that suits your needs, and wish to hear your opinions in order to enhance our service standard. If you have any feedback or would like to recognize any of our employees who have provided excellent service, you are welcome to share your views through the following channels:

- Branch: Please share your opinion with our Branch Head.
- Customer Opinion Form: Please complete this form and return it by mail, by fax ((852) 2815 3333) or in person to any of our branches.
- E-mail: nanyang@ncb.com.hk; or
- Customer Opinion Hotline: (852) 2852 0689 (To ensure our quality of service, your calls may be recorded)

Your feedback will be followed up and acknowledged within 7 days upon receipt. In case we need to investigate further, our staff will endeavour to advise you of the outcome within 30 days. If feedback is lodged by a third party, please note that we will contact the customer concerned directly in order to protect our customer's privacy.

Thank you in advance for sharing your valuable comments.

Yours sincerely,

Nanyang Commercial Bank

南洋商業銀行有限公司
香港德輔道中151號
NANYANG COMMERCIAL BANK, LTD.
151 DES VOEUX ROAD CENTRAL
HONG KONG

客戶意見書

Customer Opinions Form



樂於聆聽 傳來的聲音
We Treat Every Little Voices
as Great Echo

請貼
郵票
STAMP
HERE

 南洋商業銀行
NANYANG COMMERCIAL BANK