客戶意見 CUSTOMER VOICE

大新銀行 DAH SING BANK

您的意見 我們都用心聆聽
You Share We Care

如您對我們的服務和產品有任何意見，歡迎透過以下途徑聯絡我們。
You are most welcome to share your suggestions with us through the following channels:

信函 By Letter

請填妥此表格郵寄予本行，或傳真至 2232 5924；另可親身交回任何一間分行。

郵寄地址：服務質素部
香港郵政總局郵箱 333 號

Please complete and return this form to us by post, by fax on 2232 5924, or by hand to any of our branches.
Mailing Address: Service Quality Department
G.P.O. BOX No. 333
General Post Office Hong Kong

電郵 By E-mail

請將意見以電子郵件方式直接傳送至 sq@dahsing.com
Please send your email to sq@dahsing.com

電話 By Telephone

歡迎致電本行客戶意見熱線：2907 9009
Please call our Customer Opinion Hotline on 2907 9009

當收到閣下的意見後，我們會立即跟進有關個案，並於七天內聯絡閣下，通知閣下有關事件的處理進度，並於 30 天內回覆閣下。至於由第三者轉達的意見，我們會直接回覆有關客戶，以保障客戶私隱。倘閣下對本行的回覆仍有任何意見，可以透過上述途徑聯絡本行再作反映。我們會再審視閣下的個案，並於 30 天內回覆閣下。

Your suggestions will be acknowledged within 7 days upon receipt. We will respond to the matter your have raised and endeavor to provide you with a reply within 30 days. For any feedback referred to us by a third party, we will contact the customer concerned directly in order to protect our customer's privacy. If you have any other comments on the Bank's reply, please feel free to share your feedback through the above channels. We will review and provide you a reply in 30 days.

多謝您的寶貴意見
THANK YOU FOR YOUR SUGGEESTION

意見 Suggestion

我的意見是有關 My suggestion is related to :

☐ 銀行服務 Banking Services

☐ 信用卡服務 Credit Card Services

☐ 其他服務 Other Services

詳情 Details

讚揚 Compliment

職員姓名
Staff Name:

分行/部門
Branch/Dept.:

我希望讚揚那位職員因為他/她
I would like to give my commendation to the staff for being:

☐ 誠懇有禮，樂於助人
Courteous and Sincere

☐ 耐心聆聽
Patient and Attentive in listening

☐ 明白我的需要
Understand my needs

☐ 提供高效率及準確的服務
Efficient and Accurate

☐ 擁有豐富的產品及專業知識
Knowledgeable and Professional

☐ 其他 Others

請填寫以下個人/公司資料，以便我們聯絡及跟進，閣下亦可以不記名方式提供意見。
Please provide us with the following information so that we can contact you to follow up on the issue.
You may also choose to remain anonymous and leave the section blank.

姓名/公司及聯絡人
Name/Company & Contact Person: _____

賬戶號碼(如適用者)
Account No. (if applicable):_____

聯絡電話
Contact Telephone No :_____

簽署 Signature: _____

日期 Date: _____