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Bank of China (Hong Kong) Limited
P.O. Box 9526
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Customer Feedback

We always listen to your voice

中國銀行(香港)
BANK OF CHINA (HONG KONG)

客戶意見

您的心聲 我們全心聆聽

中國銀行(香港)
BANK OF CHINA (HONG KONG)

您的心聲，我們全心聆聽
We always listen to your voice

中國銀行(香港)一向以客為先，致力為客戶提供優質及 專業的服務。我們非常重視您的意見，您的寶貴意見有助我們提升服務質素，為您帶來更體貼的服務。

歡迎您嘉許向您提供優質服務的職員，或與我們分享 您的寶貴意見或建議。您可透過以下任何一種途徑聯絡我們：

1 填妥客戶意見表：
- 交回任何一家分行；
- 郵寄至郵政總局郵箱9526號；
- 傳真至 (852) 3412 8014

2 親臨任何一家分行
3 致電客戶意見專線：(852) 8206 2389
4 電郵至 opinion@bochk.com
5 網頁：www.bochk.com

我們承諾，在接獲客戶意見或建議後將盡快跟進，並於三十天內回覆。對於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。

Bank of China (Hong Kong) strives to provide you with quality and professional banking services. We treasure your valuable feedback, as it helps us to enhance our services.

We highly appreciate if you could recognise the staff who has provided you with excellent services, or share your opinions and suggestions with us. You may contact us through the following channels:

1 Complete this Customer Feedback Form:
- Return to any of our branches;
- Mail to P.O. Box 9526, General Post Office, Hong Kong;
- Fax to (852) 3412 8014

2 Visit any of our branches
3 Contact our Customer Opinion Hotline: (852) 8206 2389
4 Email to opinion@bochk.com
5 Website: www.bochk.com

Your feedback will be followed up promptly and we will reply you within 30 days. For any opinions brought by a third party, we will contact the customer concerned directly to protect the customer's privacy.

ADM113 (2025.2)

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請沿此摺疊及封口

您的嘉許 Your Appreciation

員工姓名
Staff Name _____

分行/ 部門
Branch / Department _____

事件日期及時間
Date and Time of the Occasion _____

原因 Reasons：(請選擇 Please tick)

☐ 擁有豐富的專業知識
Possessing professional banking knowledge

☐ 態度親切，熱誠有禮
Being friendly, enthusiastic and in courteous manner

☐ 主動提供合適建議，並耐心解釋
Offering suggestions proactively and explaining them patiently

☐ 仔細認真地跟進您所要求的事項
Following up your requests thoroughly

☐ 用心聆聽並了解您的需要
Having patience in listening and understanding your needs

☐ 辦事可靠，快捷準確
Providing reliable, responsive and accurate service

☐ 靈活變通，提供服務令您喜出望外
Provides flexible services that exceed your expectation

☐ 其他
Others _____

請分享我們所帶給您的愉快客戶體驗：
Please share your pleasant customer experience we brought to yo u:

_____

_____

_____

_____

您的意見 Your Opinions

請分享對於我們產品或服務的意見：
Please share your opinions on our products or services:

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聯絡資料 Contact Information

以下您的聯絡資料只會作跟進意見之用，並不會作其他用途。您亦可以不記名方式表達意見，惟我們可能無法與您聯絡。
Your information below is only used in following up your feedback, and is not used for other purposes. Alternatively, you may give your suggestions anonymously. However, we may not be able to contact you.

姓名/ 公司名稱及聯絡人
Name / Company and Contact Person _____ 稱謂 Title _____

賬戶號碼（如適用）
Account No. (if applicable) _____ 日間聯絡電話 Daytime Contact No. _____

客戶簽署
Customer Signature _____ 日期 Date _____

多謝您的寶貴意見！ Thank you for your valuable feedback!

Please fold and seal here
請沿此摺疊及封口

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